DOCUMENT RESUME

ED 039 907 LI 001 961

AUTHOR	Skellenger, James B.
TITLE	Public Library Services in Portage County; An Analysis for Planning.
INSTITUTION	Kent State Univ., Ohio. Center for Urban Regionalism.
PUB DATE	Apr 70
NOTE	133p.
EDRS PRICE	EDRS Price MF-$0.75 HC-$6.75
DESCRIPTORS	*County Libraries, *Library Planning, *Library Services, *Library Surveys, *Public Libraries, Questionnaires, Socioeconomic Background
IDENTIFIERS	Ohio, *Portage County

ABSTRACT

This analysis provides a detailed description of Portage County and the system of library services extant. A socio-economic profile describes the county's history and geographic location, population development, school district population, life style, income, poverty, transportation and land use. Individual descriptions of the county's library facilities are given including: location, facility design, library staff, total volumes and hours of operation. Opinion surveys provide insight into how the patron views the public library. From this base of information, plans for future library services are presented and suggestions are given to help implement these changes. (MF)

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Public Library Services In Portage County

-An Analysis for Planning-

by

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April 1970

Center for Urban Regionalism

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Kent, Ohio

LI 001961

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INTRODUCTION

In the late fall of 1968, Boards of the three libraries in the county authorized the establishment of the Portage County Library Committee, consisting of the three chief librarians and a member from each of the library boards. This group, with the consent of the joint boards, agreed to enter into negotiations which would lead to a planning study of Portage County library needs for the next decade. The Kent Free Library was represented by Miss Margaret Zearley, Librarian, and Mr. Carl L. Harvey, Trustee; the Reed Memorial Library of Ravenna was represented by Miss Estrilla Daniels, Librarian, and Mr. H. L. Brown, Trustee; the Portage County District Library was represented by Mrs. Ralph Goodale, Librarian, and Mr. William Cook, Trustee.

This representative group, after consultation with Mr. Joseph F. Shubert, State Librarian of Ohio, agreed to engage the Center for Urban Regionalism at Kent State University to conduct a study of the public libraries in the county.

Dr. James G. Coke, Director of the Center for Urban Regionalism, assigned Associate Director James B. Skellenger to direct the study. The project staff included Paul Noon, Assistant Professor of the Kent State University School of Library Science as local consultant. As consultant-at-large the service of Mr. F. William Summers, State Librarian of Florida, was secured. The study staff also included Carol Toncar, Connie Darrah, Penelope Ellis, and Robert Bayne.

The Center for Urban Regionalism report entitled Public Li-

brary Services In Portage County - Analysis for Planning, consists of five sections and an appendix. The sections titled "County Profile," "The Libraries of Portage County," and "Patron Views of the Public Libraries," serve to describe the county and the system of library services extant. The sections titled "Planning for 1980," and "Implementation," build from a base of the information in the preceding sections to present alternative plans for future library services, and to suggest some direction in implementing changes. An appendix which includes a note on methodology is available at the end of the report.

The spirit in which the following study has been accomplished has been unusual in the extreme. Without exception each library staff has cooperated fully with every request made by the consultants and the project director. In all instances, the public has freely given of their time in answering questions. The help and guidance received from the State Library has been both supportive and wise. The authors of this report are convinced that a great reservoir of good will exists in Portage County as well as in the State and that by tapping this reservoir support for any desired changes can be secured.

Much of the success of this project has been due to the excellent counsel of Miss Roger Mae Johnson, staff consultant for the State Library.

The study was funded jointly by the State Library of Ohio, serving as an agent for administering of Title I funds of the Library Service and Construction Act, and by the three library boards of Portage County.

COUNTY PROFILE

Location And History

Portage County occupies an area of 506 square miles in the northeastern and most populous quarter of Ohio. Cuyahoga, Summit, Geauga, Trumbull, Mahoning, and Stark are contiguous counties and, together with Portage and nine other northeastern counties, comprise the Northeast Ohio Region. (See Map I)

The principal population centers of Cleveland, Akron, Warren, Youngstown, and Canton are within a one hour drive of Portage County.

The wilderness area which became Portage County was an important location along the Portage Trail, the principal "portage point" between the Cuyahoga and Tuscarawas Rivers. The development of the area surrounding this portage point has been particularly responsive to transportation facilities. This relationship between county development and the movement of goods and services has been maintained to the present.*

The northern and most populous sections of Portage County were originally part of the Connecticut Western Reserve. The area was settled in the early 1800's by Yankees moving to the west. Mantua became the first white settlement in Portage County in 1799. Palmyra and Ravenna developed closely thereafter. As the frontier moved further westward, settlers arrived from New England, New York, and Pennsylvania and as a result, a variety of commercial enter-

*Historical Source Materials:

1. Portage County Historical Society, Portage Heritage.
2. Tri-County Planning Commission, Socio-Economic Profile, 1967-68: Western Portage County Planning, Area Report 2.

MAP I

Northeast Ohio Region

Prepared by Kent State University for Northeast Ohio Aviation Council

prises began to develop. Tanneries, distilleries, glass works, and grist mills complemented the agricultural growth in the county.

The development of canal transport stimulated county growth during the period 1800 to 1840 when the population increased sevenfold from 2,905 to 23,107. The railroad supplanted the canal as the major transportation carrier during the second half of the nineteenth century.

Several townships within the county made contributions to local historical tradition. Hiram points with pride to her most distinguished son, James A. Garfield, 20th President of the United States; Ravenna was the initial site of the internationally known Quaker Oats Company; while Kent was once the home of John Brown, abolitionist. Portage County was officially recognized as a political subdivision of Ohio on June 7, 1808. (Ohio was admitted to the Union in 1803.)

Population Development

Figures from the 1960 census give a population of 91,798 for Portage County. This same area will have an estimated population of 126,460 in 1970, an increase of 37.7%. Table One reflects population projections through the year 1980.

TABLE I

Population Forecasts
Portage County: 1970 - 1980

1960	91,798
1970	126,460 est.
1975	144,710 est.
1980	166,450 est.

Source: Tri-County Regional Planning Commission, Population and Housing, Regional Study 45, September, 1966, p. 31.

According to the 1960 census, approximately 78% of the Portage County population was located in the western half of the county. (See Map II) Franklin Township, with the city of Kent, includes slightly less than one-quarter of the total county population.

TABLE 2

Portage County
Distribution of Population by Townships

	1960		1970		1980	
	#	%	#	%	#	%
Aurora	4,049	4.41	6,000	4.74	8,400	5.04
Atwater	2,229	2.42	2,450	1.93	2,900	1.75
Brimfield	3,460	3.76	7,000	5.53	10,200	6.12
Charlestown	953	1.03	800	0.63	1,200	0.72
Deerfield	1,661	1.80	3,500	2.76	5,400	3.24
Edinburg	1,656	1.80	1,900	1.50	2,350	1.41
Franklin	22,384	24.38	35,150	27.79	47,100	28.29
Freedom	1,535	1.67	1,900	1.50	2,400	1.44
Hiram	2,151	2.34	3,200	2.53	4,250	2.55
Mantua	4,167	4.53	4,850	3.83	6,150	3.69
*Nelson	3,145	3.42	3,480	2.75	4,200	2.52
Palmyra	1,615	1.75	2,000	1.58	2,500	1.50
Paris	1,097	1.19	1,250	0.98	1,600	0.96
Randolph	2,949	3.21	3,650	2.88	4,900	2.94
Ravenna	17,225	18.75	20,100	15.89	23,800	14.29
Rootstown	3,831	4.17	6,100	4.82	9,000	5.40
Shalersville	2,823	3.07	4,500	3.55	5,600	3.36
**Streetsboro	5,767	6.28	7,480	5.91	10,550	6.33
Suffield	4,550	4.95	6,550	5.17	9,000	5.40
Windham	4,551		4,600		4,950	
TOTALS	91,798		126,460		166,450	

*Garrettsville total included with Nelson Township

**Sugarbush Knolls total included with Streetsboro Township

Source: Tri-County Regional Planning Commission, Regional Study 45, Population and Housing, 1966, p. 31. (Adapted)

Most Portage population increase will continue to be urban and will be concentrated in the western townships bordering on

MAP II

Portage County Projected 1970 Population
Distributed by Township Percentages

Aurora 4.74%	**Mantua** 3.83%	**Hiram** 2.53%	**Nelson** 2.75%
Streetsboro 5.91%	**Shalersville** 3.55%	**Freedom** 1.50%	**Windham** 3.63%
Franklin 27.79%	**Ravenna** 15.89%	**Charlestown** 0.63%	**Paris** 0.98%
Brimfield 5.53%	**Rootstown** 4.82%	**Edinburg** 1.50%	**Palmyra** 1.58%
Suffield 5.17%	**Randolph** 2.88%	**Atwater** 1.93%	**Deerfield** 2.76%

Summit County. (See Map III) This increase is readily apparent in the two major population centers; the city of Kent with a 1960 population of 17,800 is expected to grow to 38,500 by 1980, while the city of Ravenna will grow from a 1960 base of 10,900 to 13,000. These two cities contained approximately 31.3 percent of the county population in 1960. By 1980 they will account for 30.1 percent.

A median age of 24.1 for the county resident is the lowest in the State of Ohio. This indicates the presence of a young married population with relatively large families and the presence of a major university. Approximately 34.4 percent of the population is under fourteen years of age. On the other hand, only 7.2 percent of Portage County residents are over sixty-five. (See Table 3)

TABLE 3

Age Distribution of Portage County Population

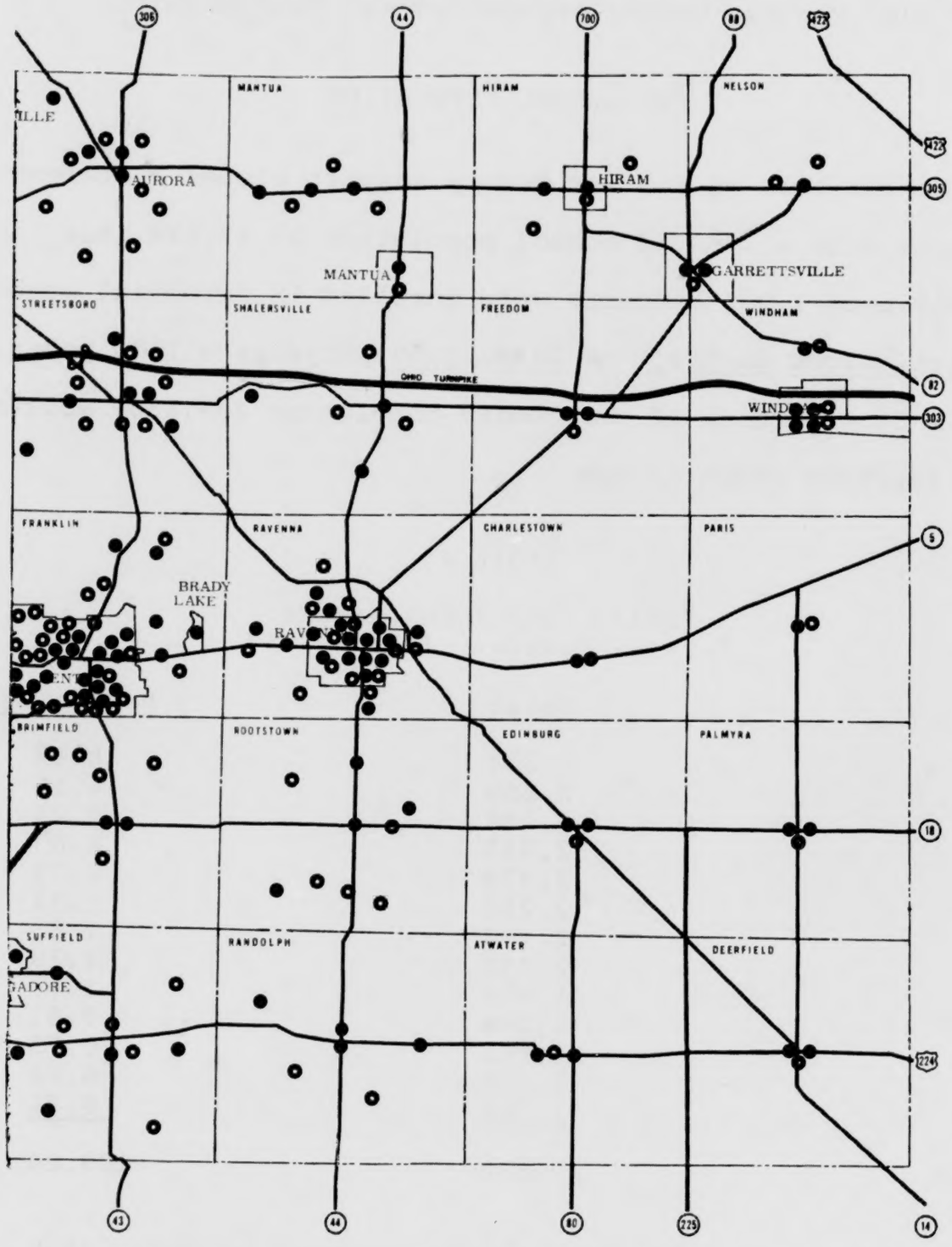
Age Group	1960	1960-70 Percentages	1970 (est.)
under 5	12,092	13.2	15,061
5-14	19,418	21.2	24,189
15-24	15,648	17.0	19,397
25-34	12,394	13.5	15,444
35-44	11,242	12.2	13,930
45,54	8,451	9.2	10,497
55-64	5,921	6.5	7,352
65 and over	6,632	7.2	8,230
TOTALS	91,798	100.0	114,100

Source: State of Ohio, Statistical Abstract of Ohio, 1969. p. 81.

The racial composition of the county is overwhelmingly white with non-white residents comprising only 2.7 percent of the 1960 population.

MAP III

Portage County Population Distribution Projection 1960 - 1980



EXISTING POPULATION 1960

● 1,000 PEOPLE

SOURCE
U. S. Census of Population 1960

PROJECTED POPULATION 1980 (ADDITIONAL)

● 1,000 PEOPLE

SOURCE
Tri-County Population and Labor Force

There is no evidence available to support a conclusion for an increase in the non-white population of 1970. Less than 4 percent of the 1960 Portage County population was foreign born.

The School Population

The citizens of Portage County support eleven different school districts with a 1966-67 school population of 27,698 (See Table 4) An additional 1,932 students were enrolled in parochial schools. The Statistical Abstract of Ohio, 1969 projects a 1970 population wherein 34.4 percent of the county population (39,250) will be under fourteen years of age.

TABLE 4

Public School Enrollment
Portage County: 1966 - 1967

Age	Total	Percentage
Under 6	2,334	8.43
6	2,258	8.15
7	2,288	8.26
8	2,383	8.60
9	2,435	8.79
10	2,211	7.98
11	2,170	7.83
12	2,155	7.78
13	1,975	7.13
14	2,096	7.57
15	1,863	6.73
16	1,783	6.44
17	1,747	6.31
TOTALS	27,698	100.00

Source: State of Ohio, Statistical Abstract of Ohio, 1969. p. 132.

In 1965 the eleven school districts reported receipts of $15,642,856 with the major share of revenue coming from the property tax and the State Foundation Fund. Other State and Federal subsidies accounted for $394,760 of the total. The total amount expended by county school districts in 1965 for elementary and secondary education was $15,402,016, with a pattern of increased spending in each succeeding year. This spending supported the operation of 110 school buildings; 78 elementary, 29 secondary, and 3 combined, with 995 total classrooms. The total expenditure for elementary and secondary library programs was $137,871 in 1965.

The all-Ohio median number of school years completed by persons over twenty-five was 10.9 in 1960. The Portage County index for that year was 11.5 representing one of the best educational indexes in the State.

Complementing its commitment to elementary and secondary public education, Portage County boasts two institutions of higher education; Kent State University, a large multi-purpose, state-supported university with an approximate enrollment of 20,000, and Hiram College, a privately supported, liberal arts college. Both of these institutions have made many contributions to the county, state and nation.

Life Style

The living style of Portage County cannot be described as being generally suburban or rural, small town or urban. The living centers of the county retain more of the atmosphere of small town communities when contrasted with suburban or urban centers. Portage

County, like the United States, is partially suburban and partially urban, as well as being agricultural and having large sections of its land controlled by government agencies for either military production or water reservoir purposes. The largest employer and the dominant institution in Portage County is Kent State University, located at Kent, Ohio near the Summit County line in Franklin Township. The University has grown from a small, state supported college of the 1930's to a major university serving more than 20,000 students at its main campus and 7,000 students in academic branches in nearby population centers.

Some post-war suburbanization has been felt in the northwest townships of the county as attractive housing developments have drawn residents from Summit and Cuyahoga Counties. Future years will undoubtedly see increasing movements of population into the county from the north and west, increasing the suburban pattern.

Demographic authorities at Kent State University view the city of Kent as lying at the vortex of a megalopolitan development extending from Pittsburgh through Cleveland and Detroit toward Chicago and Milwaukee. While the filling-in of such an immense swath of land with urban and suburban forms is surely more than a short term view, the possibilities are good that by the end of the century Portage County will have experienced the suburban influx that counties closer to Cleveland, such as Lake, Lorain, and Geauga, have already experienced. As the differentials between the census 1950-1960 saw Cleveland decrease in population while the suburban areas increased and the county as a whole increased, the best estimate for the period between the 1960 and 1970 census is that

Cuyahoga County will continue its growth at a reduced rate while contiguous counties will be rapidly expanding. This trend will affect population and patterns of living in Portage County.

INCOME

The period 1960-1967 shows a remarkable increase in the Per Household Effective Buying Income for residents of Portage County. In 1960 the Portage County average buying income of $6683 was below the Ohio average figure of $6937. This position was reversed by 1961. The Portage County average has exceeded the state average since then. In 1967, the year of the last available data, the Portage County average was $9480 while the Ohio figure was $9203 (Table 5 reflects the growth in effective buying income from 1960 throughout 1967).

TABLE 5

Effective Buying Income 1960 - 1967
Portage County

Year	Per household
1960	$6683
1961	7088
1962	7217
1963	7344
1964	7692
1965	8216
1966	9027
1967	9480

Source: State of Ohio, Statistical Abstract of Ohio, 1969 pp. 260-261.

Poverty

Another obvious way that Portage County replicates the States is in the distribution of poverty. An often noted aspect of contemporary American life is the close proximity of large affluent populations to significant pockets of deprivation. Such is the case nationally and in the county.

On a county-wide basis, poverty is measured in terms of unemployment, condition of housing, levels of income, and educational attainment. (See Table 6)

The Portage County unemployment rate of 5.5% is significantly higher than the state figure of 3.2%.* The greatest percentage of unemployment is located in the eastern portion of the county, supporting a conclusion of high rural unemployment.

According to the Ohio Office of Economic Opportunity, 19.7% of Portage County dwellings are unsound as compared to the state figure of 22.4%. This index reflects inadequacies in plumbing, construction, and maintenance. While substandard housing is generally distributed throughout the county, it should be noted that the greatest concentrations occur in Freedom, (42%), Windham (33%), and Palmyra (31%) Townships. (See Table 6)

Probably the best single index for a determination of poverty is the level of income. (See Table 6) In Portage County, 13% of the families had an income of less than $3,000 in 1963.

Another poverty index used by state and national offices, is the number of men over twenty-five years of age with less than

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*Source: State of Ohio, Statistical Abstract of Ohio, 1969 p. 382.

TABLE 6

Portage County Poverty Survey - 1963

Township	Population in Households	Percent in Poverty	Percent Unemployed	Percent Substandard Housing
Aurora	5,367	8%	4%	20%
Mantua	4,405	13	5	29
Nelson	1,498	18	7	18
Hiram	2,308	12	5	22
Streetsboro	5,648	5	5	14
Shalersville	2,849	14	11	16
Freedom	1,376	13	7	42
Windham	3,658	13	8	33
Franklin	4,742	12	5	20
Ravenna:	*	*	*	*
McElrath	220	51	18.3	73
Skeels	55	51	18.3	44
Charlestown	949	18	7	15
Paris	967	14	6	14
Brimfield	3,482	9	6	22
Rootstown	3,706	11	4	26
Edinburg	1,479	17	10	26
Palmyra	1,750	23	5	31
Suffield	3,375	9	4	18
Randolph	2,798	11	4	15
Atwater	2,338	18	9	23
Deerfield	1,710	21	6	21

*Total Data for Ravenna Township was not available.

Source: Community Action Council for Portage County.

eight years of formal schooling. In 1969, 3,535 (16%) had less than eight years of formal schooling.

Poverty is diffused throughout much of Portage County. Concentrations of visibly poor conditions exist in Windham, Palmyra, Atwater, and the Skeels and McElrath areas of Ravenna Township.

Transportation and Land Use

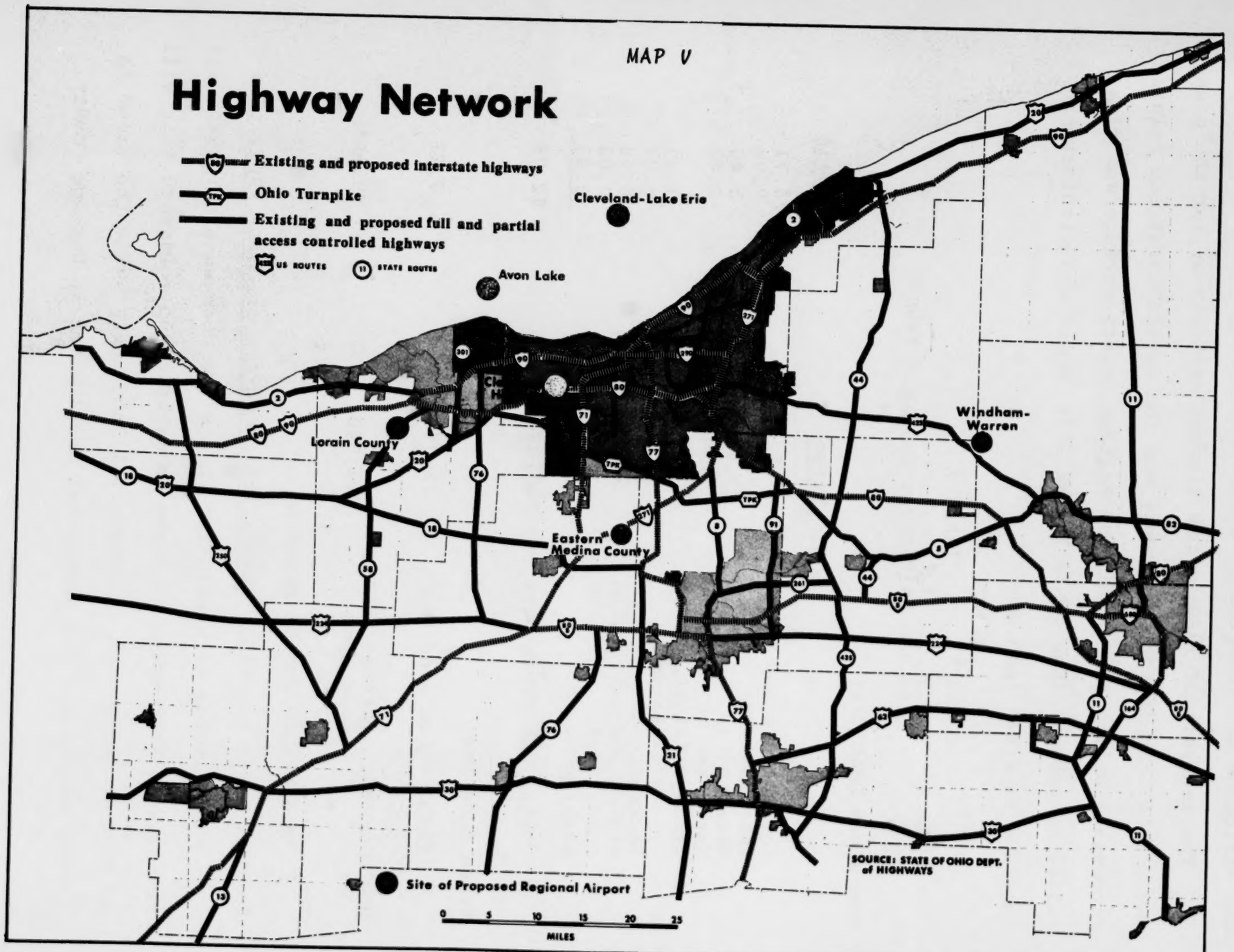
The evolution from Indian trail to superhighway characterizes the development of the Portage County transportation network. In fact, the earliest system of county roadways traced the pattern of 23 Portage County Indian trails known to exist in 1803.

Today the county is served by air, rail, and highway transportation. The port of Cleveland allows accessibility to the St. Lawrence Seaway and to the markets of the world.

Any analysis of the Portage County system of roadways must consider the influence of the Ohio Turnpike and Interstate Highway 80S. (See Map IV) Crossing the northern and southern sections of the county, these limited access highways tie the people of Portage County into the national transportation network. This is especially significant when considering the proximity of Akron, a major trucking center. The map on page 15 provides the current and projected system of roads within the county.

The existence of a highly developed system of county roads and interstate highways complements the function of rail traffic. Drawing the county even closer to the markets of East and West is main line service by the Erie Lackawanna and Pennsylvania Central Railroads. Portage County has integrated rail and roadway networks

MAP V


Highway Network
Existing and proposed interstate highways
Ohio Turnpike
Existing and proposed full and partial access controlled highways
US ROUTES
STATE ROUTES
Cleveland-Lake Erie
Avon Lake
Lorain County
Windham-Warren
Eastern Medina County
Site of Proposed Regional Airport
0 5 10 15 20 25
MILES
SOURCE: STATE OF OHIO DEPT. of HIGHWAYS

for efficient and inexpensive distribution of goods and services.

The analysis of 1960 census figures reflects by far the greatest use of land in Portage County was for agricultural and related purposes. Only 7 percent of the Portage County acreage was classified as urban. (See Table 7) The 1970 census will indicate an increase in urban land use.

TABLE 7

Land Use in Portage County: 1960

Non-urban Land Use:

	Acres	Percent
Agriculture and others	241,960	74.71
Institutional	25,410	7.84
Residential	17,460	5.40
Water and wetlands	7,850	2.42
Transportation and utilities	4,260	1.31
Recreational	2,080	0.64
Mining and extracting	1,260	0.40
Commercial	100	0.03
Manufacturing	100	0.03
Total Non-Urban Land Use	300,480	92.78
Urban Land Use:		
Total Urban Land Use	23,360	7.21
Grand Total: Portage County Land Area	323,840	99.99*

*Difference due to rounding

Source: State of Ohio, Statistical Abstract of Ohio, 1969, p. 6-7.

The increase in population in the two decades after 1960 will reveal a corresponding increase in markets and services. This will be seen in the growth of commercial land use. While the trend is toward residential and commercial development in Portage County,

it would be incorrect to project a significant decrease in "Agricultural and Other" land use. The Tri-County Regional Land Use Map; which projects the location of population in Portage County for 1980 still projects low population density for eastern Portage County which is heavily agricultural at this time. (See Map III)

The Northeast Ohio Aviation Council is currently evaluating site proposals for a northeastern Ohio regional airport. Portage County contains in its extreme northeastern corner one of the possible locations.

THE LIBRARIES OF PORTAGE COUNTY

LIMITED ACCESS LIBRARIES

Three semi-public library facilities in Portage County contribute markedly to the resources available to the reading public. These three are the Kent State University Library at Kent, the Hiram College Library in Hiram, and the Portage County Law Library which is maintained in the County Courthouse in Ravenna.

Public school libraries are maintained in junior and senior high schools as well as in most of the elementary schools.

The Kent State University Library

The Kent State University Library has more than 550,000 volumes in its holdings and receives 5500 periodicals. The library staff consists of 128 members, 28 of whom are professional librarians. More than 85,000 volumes are added annually to this library. Microfilm and microprint materials for research are made available to students through the use of special equipment in the Microform Center on the third floor of the library. Library facilities are available to the general public on a courtesy card basis. The library is open Monday through Thursday, 7:30 a.m. to midnight and Friday from 7:30 a.m. to 10:00 p.m., Saturday from 8:00 a.m. to 10:00 p.m., and Sunday from 1:00 p.m. to midnight.

The Hiram College Library

The Hiram College Library maintains a collection of more than 100,000 volumes and about 90,000 United States documents. Since the library is a United States depository, it receives approximately

7000 federal documents annually. The library also subscribes to nearly 700 leading periodicals.

The books and services of this library are also available to the general public on a courtesy card basis.

The Portage County Law Library

The county maintains a 9500 volume Law Library housed in the County Courthouse in Ravenna. This library is not open to the general public but may be used by authorized persons on weekdays from 8:00 a.m. to 4:00 p.m. Money to support the Law Library is derived from county court fines.

Public School Libraries

In addition to the public libraries and other semi-public library sources, Portage County can boast of excellent library programs in many of its public schools. The collections at Theodore Roosevelt High School in Kent, the Ravenna High School, and Crestwood High School in Mantua are particularly notable. Through federal grant programs these libraries have been able to add considerably to their collections in recent years. While these libraries are not available to the general public, their increasing excellence provides more and more of the services students need, and we have some indication, particularly in Ravenna, that the facilities of the high school library are more and more satisfying the needs of students engaged in completing school assignments. This tendency is reducing, to some extent, the adolescent population in the public library.

Public Libraries

Organization

The public library facilities of Portage County are organized ized into three separate libraries or library systems.

Libraries bounded by school-district lines are operated in Kent at the Kent Free Library, and in Ravenna at the Reed Memorial Library. The Boards of Trustees of these two libraries are named by the Boards of Education of the school districts which they serve. The Board of Trustees has the responsibility of naming the chief librarian who staffs the library, and directs the services in the community.

The Portage County District Library, which has a county-wide responsibility, has headquarters and a lending center in Hiram. Bookmobile service from Hiram and three branches complete the county network. The two main branches are located at Aurora and at Windham. A third branch, located at Mogadore is financed jointly by the Portage County District Library and the Akron Public Library. The day to day administration of the Mogadore branch is handled by Akron Public Library. Table 8 summarizes the library resources of the three independent libraries and the Portage County District Library branches.

The trustees of the county library are named by the County Commissioners and the Common Pleas Judge. These trustees have the responsibility for employing a librarian who manages the county system.

The County District Library at Hiram was organized through bookmobile services and the leadership of Miss Jessie Smith who was the Hiram College Librarian. The Portage County Library District began as the Hiram School District Library in 1935. The Hiram Library was reorganized as the Portage County District Library in 1949. In the mid-40's there was some consideration of locating the county library district headquarters in Ravenna, which is the county seat and is central to the county. This idea was not brought to fruition and the county library has remained headquartered in Hiram, a fairly remote location for servicing the county.

All the libraries in Portage County are open to all county residents. Any resident may borrow books from any of the three libraries.

Funds for library support in Ohio are generated from a tax levied on intangible property, such as stocks and bonds. This Intangibles Tax in Portage County is 97% assigned for public library support. Traditionally, the funds have been divided between the three libraries on a 2-1-1 basis; that is, 50% of support monies go to the county system, 25% is assigned to Reed Memorial in Ravenna, and 25% is similarly allocated to the Kent Free Library.

Kent Free Library

The Kent Free Library is located at 312 West Main Street, Kent. This library is located approximately two blocks to the west of what would be judged the center of Kent. The library is housed in a Carnegie-type public library building which was built in 1903. An attractive addition to the library was added in 1961. The land

on which the library rests is approximately one-half acre and represents the total land holding of the Kent Free Library. The floor space consists of 4500 square feet and storage space of about 430 square feet.

The staff consists of three professional librarians: one full-time director, and two part-time assistants. There is generally a staff of one other full-time employee and nine part-time employees including student help which complete the staff. The total volumes for circulation are 29,438, with 100 periodical subscriptions, 702 recordings, 150 film strips, a picture file of 3600, and a vertical file of 6200 items.

The library is open daily from 12 noon to 9 p.m. except Saturday when the library opens at 10 in the morning and closes at 6 p.m.

Reed Memorial Library (Ravenna)

The library serving the Ravenna school district is the Reed Memorial Library, located very near the center of Ravenna in a building constructed in 1924, to which a large addition was made in 1956. The address of the library is 167 East Main Street.

The total floor space within the building, which is set on approximately a half acre of ground, is 4830 square feet with a seating capacity of 52. There are 630 square feet of storage space with a work area of 242 square feet. Parking spaces are particularly limited. Usually no more than three cars can park adjacent to the library.

The professional staff at Reed Memorial consists of the director, the full-time librarian, and an auxiliary staff of four full-time

and seven part-time assistants including student helpers.

The library holds 41,369 volumes for circulation and 108 periodical subscriptions, 808 recordings, no films or film strips, a picture file of 2000 items, and a vertical file of 7500 items. The library hours are 12 noon to 9 p.m. daily and 10 a.m. to 6 p.m. on Saturday.

Portage County District Library at Hiram

The headquarters building of the Portage County District Library at Hiram is located a block or two west of the middle of Hiram on Ohio Route 82. The major part of the buiding is a home which the Hiram Library acquired in 1942. A brick addition was added in 1962, bringing the total floor space to 1892 square feet; seating capacity for 20 exists in the library. There is a storage space of 1361 square feet, and a work area of 956 square feet. There are approximately seven spaces for parking adjacent to the library.

The library staff consists of three professional librarians: one full-time director, and two part-time professional librarians. The sub-professional and clerical staff consists of nine full-time assistants and thirteen part-time employees including student helpers.

The total volumes for circulation at Hiram are 99,864; with 106 periodical subscriptions, twelve talking books, 822 recordings, 2455 picture files, and 3009 items in the vertical files.

The library is open on Monday, Tuesday, and Thursday from 11 a.m. to 9 p.m. On Wednesday and Friday the library is open from 11 a.m. to 5:30 p.m., and on Saturday from 2 p.m. to 5:30 p.m.

Portage County District Library--Windham Branch

The Windham branch of the Portage County District Library is located in rented store-front space of about 100 square feet. The library can seat ten. There is storage space of approximately 12 square feet, and a work area of 58 square feet. The library is staffed by a sub-professional librarian on a part-time basis. A part-time custodian completes the staff. The number of volumes for circulation is 1350, with three periodical subscriptions; there is one picture file and one vertical file. The library is open from 1:30 p.m. to 5 p.m. on Monday, Tuesday, Wednesday, Thursday, and Friday. The library is also open from 6 p.m. to 8:30 p.m. on Wednesday. The library is closed on Saturday.

Portage County District Library--Aurora Branch

The Aurora Memorial Library, a branch of the Portage County District Library, is located near the center of Aurora Township. The building is a new colonial structure and is by far the most attractive library in the county. The library consists of 2200 square feet with a seating capacity of 43 and a storage space of 96 square feet. There are 112 square feet of work area. The meeting room has a capacity of 150. The parking lot can accommodate 50 cars.

The library is staffed with two part-time sub-professionals and six part-time assistants including student helpers. There are 8424 volumes available for circulation, 50 periodical subscriptions, 119 recordings, 10 film strips, 200 picture files, and 240 in the vertical files.

The library is open Monday and Thursday from 1 p.m. to 9 p.m., Tuesday and Wednesday from 1 p.m. to 5:30 p.m., and Saturday from 2 p.m. to 5:30 p.m.

Portage County District Library--Mogadore Branch

The Mogadore Community Library in Mogadore is located on Cleveland Street, which marks the county line. The Mogadore Library building contains about 2016 square feet of floor space. There is seating for 16 adults and 10 children.

This library, jointly financed by Portage County and the Akron Public Library, contains 10,768 volumes and 31 periodicals. The library is staffed by two full-time sub-professional librarians and two part-time helpers.

Portage County District Library--Bookmobile Service

The Portage County District Library operates two bookmobiles which are used to bring library service to more remote areas of the county and to public schools which do not have their own libraries. Map V on the following page depicts the routes of the adult service bookmobile.

One bookmobile is used for school service. The schedule for school service requires stopping at 23 different schools for two to six hours each trip in the four week cycle. The adult service bookmobile makes stops varying from ten minutes to two hours at 65 county locations every two weeks. The school stops serve an average patronage of 300 to 400, while adult stops may serve as few as three or as many as forty.

The bookmobiles are staffed by full-time sub-professional li-

MAP V

Routes of the Bookmobile Providing Adult Services

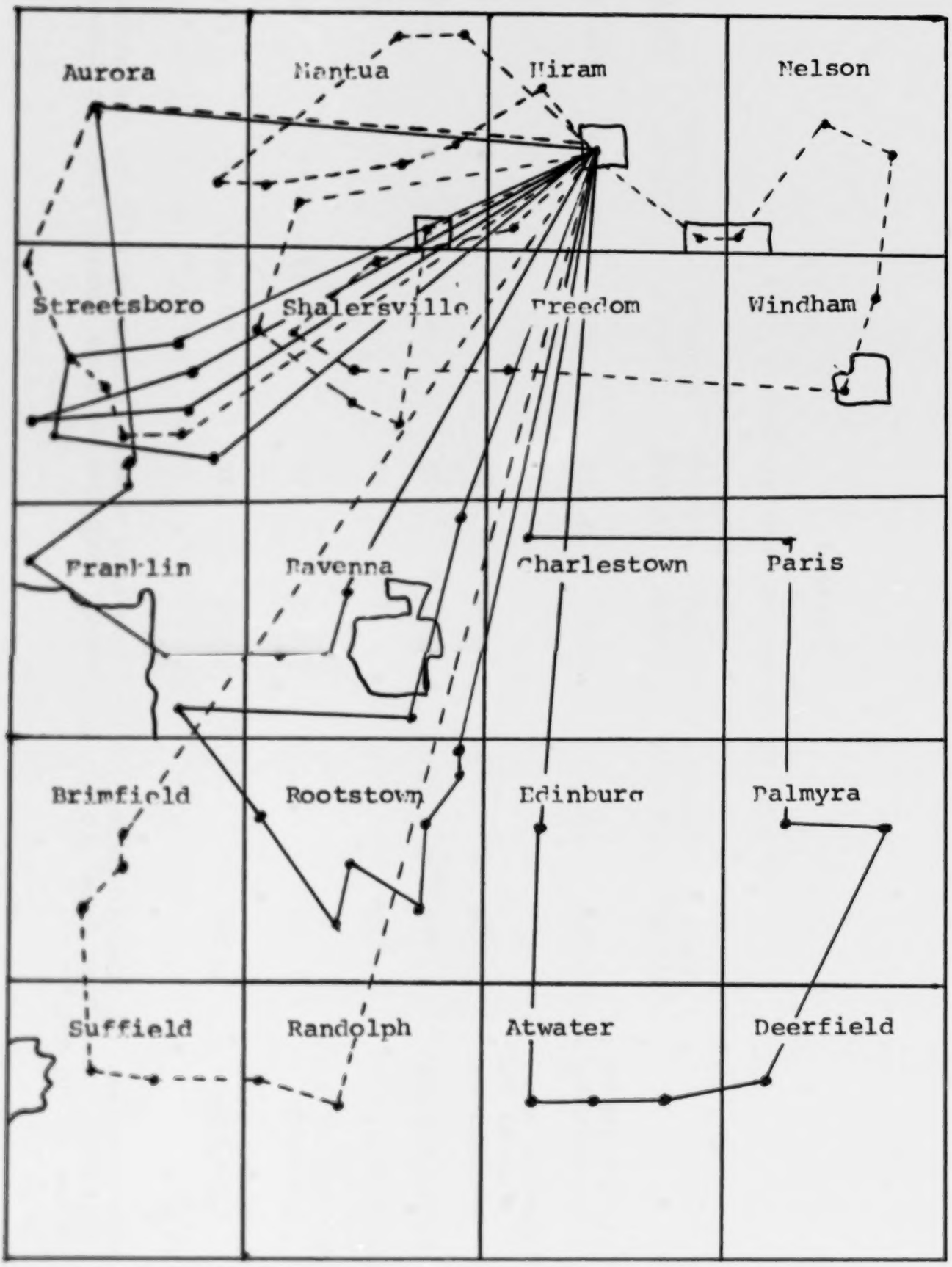


TABLE 8

Library Resources in Portage County 1968

	*Kent Library	*Ravenna Library	*Hiram Library	Aurora Branch	Windham Branch	Mogadore Branch	Total
Total Volumes in Library	30,553	42,808	92,650	8,668	1,400	10,768	186,847
Magazine and Journal Subscriptions	100	108	106	50	3	31	398
Record Albums	702	880	822	119	--	--	2,523
Film Strips	150	--	4	10	--	--	164
Picture File Listings	3,600	2,000	2,455	200	50 est.	--	8,305
Vertical File Listings	6,200	7,500	3,039	240	50 est.	--	17,029

*For purposes of graphic presentation, the Reed Memorial Library will be designated as "Ravenna," the Kent Free Library as "Kent," and the Portage County District Library at Hiram as "Hiram."

brarians in addition to drivers and supportive clerical help.

Bookmobile stops are initiated if a community or institution requests it, or by the county library. The bookmobiles are routed to areas that are not near libraries, or to areas where patrons do not have transportation during library hours. Books from the State Library's Books/Jobs Program are circulated by the bookmobiles.

Book Resources of Portage County Libraries

Several analyses of book resources in Portage County were made. The studies conducted included an analysis of random systematic samples of adult and children's books to determine age of books in the collection and whether these books were checked out or in the library. The general book resources were checked against random systematic samples drawn from the following standard sources:

A. Fiction Catalog (latest supplement)

B. Standard Catalog For Public Libraries (latest supplement)

C. Notable Children's Books, 1940-1959 - A.L.A.

One of the samples of adult books drawn was also checked against the other two libraries to permit a measure of the duplication between the libraries. The standard lists were also analyzed for this factor. Holdings of reference works were compared to ideals established in Reference Books for Small and Medium Sized Libraries by

Age of Collections

There is general agreement among librarians on two basic

principles in regard to book collections; first, that recency of information is a major determinant in book use, and second, that small libraries should not attempt to exercise a warehousing function for older, lesser used materials.

Table 9 presents an analysis of the samples of adult books drawn from the public catalogs of the three libraries and Table 10 is a condensed analysis of the data in Table 9, showing percentages of the total adult collection which are 12 or more years old and 20 or more years old.

These tables suggest that 41.9% of the book resources of Portage County libraries are more than 12 years old and that 20.1% are more than 20 years old.

TABLE 9

Adult Books in Libraries by Publication Year

Year	Kent	% of Total	Ravenna	% of Total	Hiram	% of Total	Total	%
1897-1900	0	0.0	2	1.2	0	0.0	2	0.4
1901-1904	0	0.0	2	1.2	1	0.7	3	0.6
1905-1908	0	0.0	0	0.0	0	0.0	0	0.0
1909-1912	0	0.0	3	1.8	1	0.7	4	0.9
1913-1916	1	0.7	2	1.2	0	0.0	3	0.6
1917-1920	0	0.0	1	0.6	2	1.4	3	0.6
1921-1924	1	0.7	0	0.0	0	0.0	1	0.2
1925-1928	1	0.7	3	1.8	0	0.0	4	0.9
1929-1932	3	1.9	7	4.1	0	0.0	10	2.2
1933-1936	2	1.3	3	1.8	1	0.7	6	1.3
1937-1940	5	3.3	9	5.3	2	1.4	16	3.5
1941-1944	2	1.3	9	5.3	2	1.4	13	2.8
1945-1948	11	7.2	13	7.6	4	2.9	28	6.1
1949-1952	11	7.2	20	11.8	20	14.4	51	11.0
1953-1956	20	13.2	11	6.5	19	13.7	50	10.8
1957-1960	31	20.4	31	18.2	30	21.6	92	19.9
1961-1964	37	24.3	32	18.8	27	19.4	96	20.8
1965-1968	27	17.8	22	12.9	30	21.6	79	17.1
TOTALS*	152		170		139		461	

*Sample sizes are unequal due to the ratio of adult to juvenile books at each library. The sample was drawn from the total holdings of the libraries.

TABLE 10

Adult Books in Libraries More than 12 and More Than 20 Years Old

	No. of Books More Than 12 years old	Percentage of Total Adult Books	No. of Books More Than 20 years old	Percentage of Total Books
Kent	57	37.5	26	17.1
Ravenna	85	50	54	31.8
Hiram	52	37.4	13	9.4
TOTALS	194	41.9	93	20.1

No hard and fast standards for age of library collections have been developed. In a study of the library in the Pottsville, Pennsylvania, Library District, Ralph Blasigame used an analysis of copyright dates appearing in the Standard Catalog For Public Libraries to suggest a rule of thumb that 75-90% of the material should be less than 10 years old. In Portage County, because the libraries are not part of a system which can provide access to older material, it is not surprising to find that the libraries fall substantially below this measure. The fact that Portage County libraries have found it necessary to retain a high percentage of older adult reading material is a consequence of their isolation.

In the light of today's high space costs, the libraries may want to explore cooperative means of storing much of this material. Effective and efficient storage of older material could save substantial amounts of space in the libraries.

A measure of the lesser degree to which older books are used is provided by Tables 11 and 12. Table 11 presents the data from Table 9 analyzed for books in the library and books checked out. Table 12 is a further analysis of the data.

TABLE 11*

Adult Books In Library And Checked Out By Year Of Publication At Kent And Ravenna

Year	Kent		Ravenna		Total	
	In Library	Checked Out	In Library	Checked Out	In Library	Checked Out
1897-1900	0	0	0	2	0	2
1901-1904	0	0	2	0	2	0
1905-1908	0	0	0	0	0	0
1909-1912	0	0	3	0	3	0
1913-1916	1	0	2	0	3	0
1917-1920	0	0	0	1	0	1
1921-1924	1	0	0	0	1	0
1925-1928	1	0	2	1	3	1
1929-1932	3	0	5	2	8	2
1933-1936	2	0	3	0	5	0
1937-1940	5	0	7	2	12	2
1941-1944	2	0	6	3	8	3
1945-1948	11	0	11	2	22	2
1949-1952	11	0	14	6	25	6
1953-1956	13	7	8	3	21	10
1957-1960	23	8	27	4	50	12
1961-1964	22	15	25	7	47	22
1965-1968	14	13	15	7	29	20
TOTALS	109	43	130	40	239	83

TABLE 12*

Books Checked Out by Age of Publication at Kent and Ravenna

Library	No. of Books Less Than 12 years old	Number Checked Out	% of Total	No. of Books More Than 12 years old	Number Checked Out	% of Total
Kent	95	36	37.9	57	7	12.3
Ravenna	85	18	21.2	85	22	25.9
TOTALS	180	54	30.0	142	29	20.4

*Because of the multiple circulation outlets, it has not been possible to prepare this analysis for the Portage County Library.

Unfortunately, the fact that the Portage County District Library has a number of circulation outlets for books did not permit this analysis to be made there. It is likely that the results would have been similar to those for Kent. In interpreting the results for the Ravenna Library, it is important to consider that this library has a higher percentage of older material than the others.

Checks Against Standardized Lists

It should be stated at the outset that checking a library collection against a recommended list is not the ideal method for evaluating the collection. It is, however, an efficient and economical means and is widely used. Within the limitations of this study, and given the nature of the libraries, it seemed best to utilize only "basic" lists.

Those chosen are lists which librarians assist in developing and which are highly respected in the field. Tables 13 - 15 present the results of these checks.

TABLE 13

Results of Check of Three Libraries Against A 10% Random Sample of Books in the Standard Catalog for Public Libraries

Library	No. of Books on List	Number Owned	Percent Owned
Kent	114	12	10.5
Ravenna	114	28	24.6
Hiram	114	26	22.8

TABLE 14

Results of Check of Three Libraries Against A 10% Random Sample of Books in the Fiction Catalog

Library	No. of Books on List	Number Owned	Percent Owned
Kent	52	26	50.0
Ravenna	52	17	32.7
Hiram	52	19	36.5

TABLE 15

Results of Check of Three Libraries Against A 10% Random Sample of Books in the Notable Children's Books, 1940-1959

Library	No. of Books on List	Number Owned	Percent Owned
Kent	67	53	79.1
Ravenna	67	48	71.6
Hiram	67	49	73.1

Still observing the caveats in regard to the use of lists, the results of these checks do suggest that the libraries are substantially better able to supply basic materials to children than to adults. It is also clear that the basic fiction resources are stronger than those for non-fiction.

It is also important to consider the libraries collectively for this provides a measure of the access which citizens have to materials. Table 16 presents this information for the three lists checked.

TABLE 16

Books from Standard Lists Held at None, One, Two or All Portage County Libraries

List	No. of books on List	Number of Books Owned by: 0 Library	1 Library	2 Libraries	All Libraries
Notable Children's	67	4	9	21	33
Standard Catalog for Public Library	114	66	32	12	4
Fiction Catalog	52	17	16	11	8

It is not the purpose of this data to make value judgments about the book selection decisions of Portage County librarians. Indeed, it should be clearly recognized that these data will not support such judgments. At best the data give some indications of the priorities which the libraries have been following in building book collections. Whether or not these are the most desirable practices for the long run can only be judged in the context of this total report.

In order to provide an additional measure of the duplication of adult book resources, one of the samples selected in the sample to determine age of the resources was further utilized by checking the titles against the holdings in the remaining two libraries.

TABLE 17

Results of A Check of Single Sample of Adult Fiction and Non-Fiction Against the Three Library Catalogs

Total No. Books	No. Owned by One Library	% of Total	No. Owned by Two Libraries	% of Total	No. Owned by Three Libraries	% of Total
197	111	56.34	49	24.87	37	18.78

Projecting these results on to the total adult book resources in the county, it can be seen that only slightly more than one-half of the resources are unique to any one library. Stated another way, a citizen finding a book out in his nearest library has slightly less than a 50% chance of finding that it is owned by one of the other libraries.

From still another point of view, these data suggest that a citizen attempting to explore a topic in depth and visiting each of the libraries in turn will find that he has seen almost half of the available material after the first visit.

A similar check on children's material was not made because a high degree of duplication was assumed and may even be desirable.

A survey of the Reference collections of the three Portage County Public libraries has been made based on the "List of 251 Basic Reference Titles" used in Kent State University's School of Library Science.

The titles on the "Basic Reference List" number 251 and are representative of the tools used in teaching Reference as used by most of the ALA Accredited Library Schools for Small Public, Small College, and High School Libraries. They provide bibliographic

information and productive reference sources in all broad fields on levels usually encountered in the small public, small college, and high school libraries.

TABLE 18

Holdings of Portage County Libraries Based on Kent State University's School of Library Science, "Basic Reference List of 251 Titles"

Library	No. of titles owned	Percentage owned
Kent	140	55.7%
Ravenna	158	62.9%
Hiram	129	51.3%

These figures represent the actual number of titles held by the respective libraries. However, it should be noted that each library's collection included other good reference books.

TECHNICAL SERVICES

The libraries of Portage County presently process slightly more than 9000 volumes per year, of which approximately 2/3 are non-fiction. Table 19 indicates that a substantial portion of these books receive original cataloging in the libraries and that cataloging data from external sources plays a minor part in cataloging.

The libraries are utilizing 157.5 man-hours per week in cataloging and processing activities, which represent 3.94 full-time equivalent positions. At an average salary of $2.28 per hour, this represents an annual cost of $18,673. (See Table 19)

The librarians report that classification numbers are derived from standard sources and are only occasionally altered.

There are some variations in cataloging practices, but these are not of major significance.

In reviewing the advantages of centralized processing, all three libraries cited lower cost, two libraries cited savings of staff time for other activities, one cited savings in book purchasing, and one cited a space factor.

In terms of disadvantages, all three libraries felt that use of centralized processing would lengthen the time required to get books to the public. Two libraries felt that their use of Cutter Book Numbers would be a problem, and one library cited anticipated dissatisfaction with quality of cataloging. During the period of this study, one of the libraries in Portage County reported experience in using the services of a processing center, two have not.

TABLE 19

Analysis of Cataloging Workloads and Practices

Item	Kent	Ravenna	Hiram	Totals
Volumes:				
Adult	1733	1769	2127	5629
Juvenile	1073	1073	1267	3413
TOTAL	2806	2842	3394	9042
Adult/Juvenile Non-Fiction	1933	2015	1796	5744
Adult/Juvenile Fiction	873	827	1598	3298
TOTAL	2806	2842	3394	9042
Percent Cataloged on Site	78.9%	50.0%	87.0%	
Hours Per Week Spent On Cataloging	55	34½	68	157½
Average Cost Per Hour	$ 2.01	$ 2.47	$ 2.35	$ 2.28
Estimated Annual Cost Per Item	$ 2.05	$ 1.56	$ 2.45	$ 2.07
Estimated Annual Cost	$ 5748	4430	8309	18,673

PATRON VIEWS OF THE PUBLIC LIBRARIES

The Survey

In order to discover who the users of the Portage libraries are and to gather their opinions of library services, we inquired through the medium of an opinion survey.

Applying a professional survey instrument, adapted from the Lucas County Library Study*, the adult patrons of the three principal libraries in Portage County - Kent Free, Reed Memorial, and the Portage County District Library at Hiram - were surveyed for their opinions of library services and facilities during the week of November 17, 1969.

The patrons of the main libraries were issued survey instruments which were collected as soon as they were completed. Bookmobile patrons were encouraged to take the questionnaires home for completion and return them by mail or at the time of their next bookmobile visit. Questionnaires were left at the branches in Aurora and Mogadore for interested patrons to complete. As a result of these three styles of administering the instruments, the degree of accuracy of our analysis may vary. We rest our conclusions entirely on the survey of patrons at the Kent Free Library, Reed Memorial, and the Hiram Library of the county system during the week of November 17, 1969.

The user opinions reflected in the following pages are almost entirely the views of adults. In this connection, it is important

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*Public Library Service in Lucas County, Ohio: An Evaluation with Recommendations Nelson Associates, Inc., December, 1968.

to note that judging from examination of book loan patterns and registration data, school age patrons form the majority using the facilities of public libraries in Portage County.

The data from the formal patron survey will be presented in three ways. First, we have generated a picture of a composite patron typical of each of the three main libraries. Secondly, we isolated the responses of dissatisfied users and have compiled a profile for each of the three libraries of this special group. Lastly, we provide a summary of all the factual data of the survey, some elements of which are not discriminated in the composite profiles.

Table 21 and Maps VI, VII, and VIII provide additional data derived from the formal survey.

Patron Profile - Kent Free Library

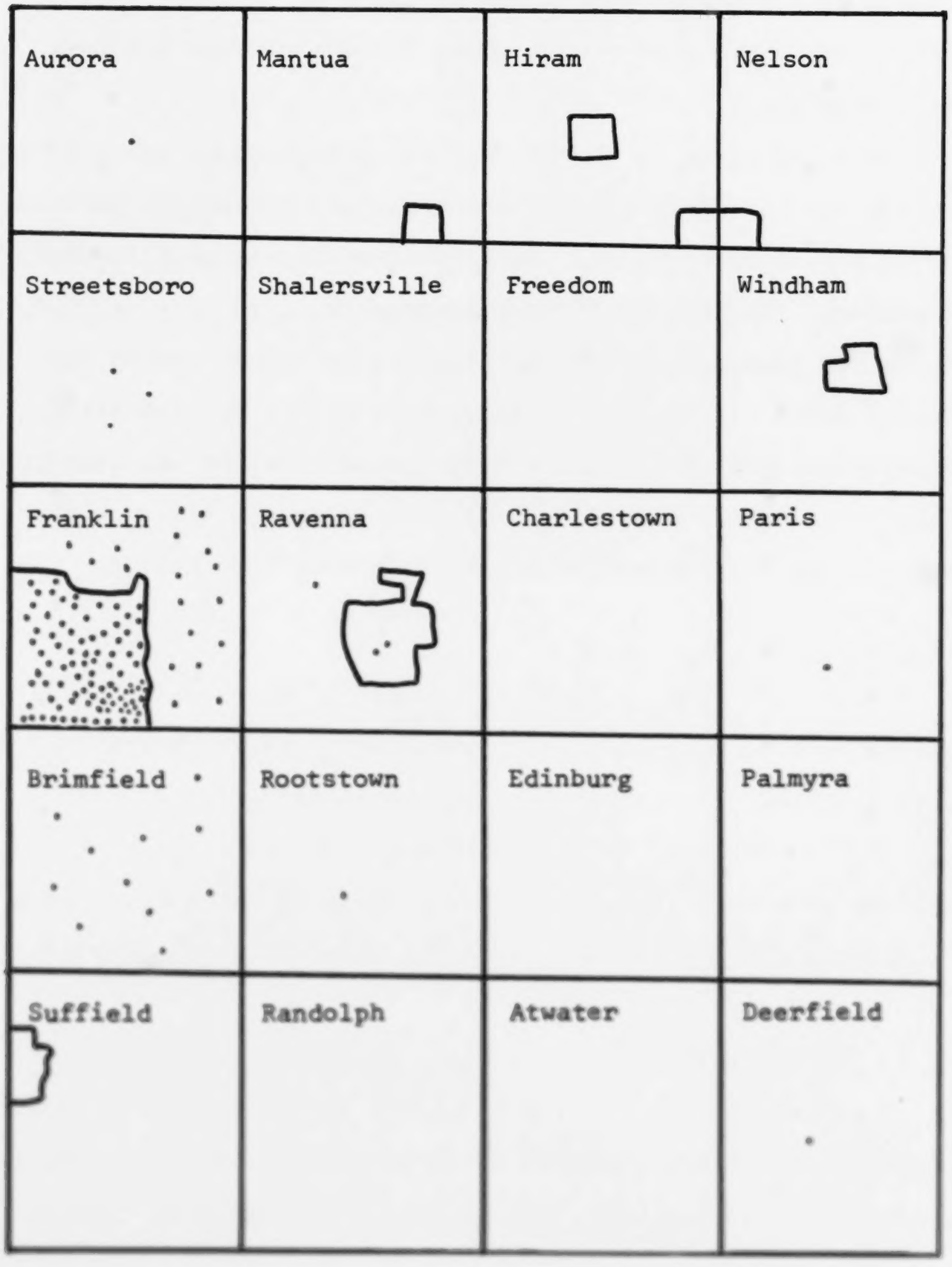
At the Kent Free Library, the typical library patron is a woman between the ages of 17 and 21 who has had at least some college experience. She is a college student by occupation, a resident of Franklin Township, and has lived at her present address less than five years. She belongs to a two-car family, with a family income of $10,000 or above.

She patronizes the Kent Free Library because it is the closest public library to her home. Her visits to the library usually average one or two a month, though she may come more frequently at times. She has also visited the Kent State University Library and at least one other library during the past year.

Her visits to the library usually start from home. These

MAP VI

Location of Residence of Patrons Surveyed
Kent Free Library, November 1969



Each dot (·) represents one patron.

trips are evenly divided between visits to the library alone and visits made in conjuncture with other activities. She generally drives to the library, though she may walk on occasion. To get to the library she must travel about fifteen minutes and less than five miles.

Her usual visit to the library was generated by her need to return books and other library materials and a need for information on a specific subject. This information was both for her own personal reading and for her schoolwork.

She is generally fairly well satisfied in her search for specific materials in the library. When she is not satisfied, it is because she is unable to find the material on the library shelves. In such a situation, she makes plans to visit another library herself in search of the materials or information.

Dissatisfied Patrons - Kent

At the Kent Free Library, 34 (30.0%) of the questionnaire respondents were only partially satisfied in their search for particular materials or information, while an additional 18 respondents (15.9%) were totally dissatisfied. As a group, these fifty-two patrons differed from the pattern of the larger group of satisfied patrons in their response to some of the questions of the survey questionnaire.

In the instance of the partially satisfied patrons, we find that 22.6% came to the library to obtain information on a specific subject. This figure rises to 23.6% in the case of the dissatisfied patrons. In contrast, only 9.9% of the satisfied patrons

who responded to this question came to the library for the same reason. The reason for dissatisfaction was most apt to be that the library did not own the desired material, or that the patron was unable to find the material in the library.

The totally dissatisfied patrons were much more apt to ask a librarian for assistance than were other patrons. However, a higher percentage (11.1%) of these totally dissatisfied patrons were unsatisfied with the service they received when they asked for help. In regards to the actual use they made of the library, 30 of the 54 dissatisfied patrons used the card catalog, compared to only 28 of the 220 satisfied patrons who responded to this question.

Most of the dissatisfied patrons seemed to be regular library users; most of them visit the library at least once or twice a month. More than half of the dissatisfied patrons were 21 years old or less. Educationally, the dissatisfied patrons were distributed through the educational levels in the same proportions as the total group, though there was a slightly greater concentration of high school students.

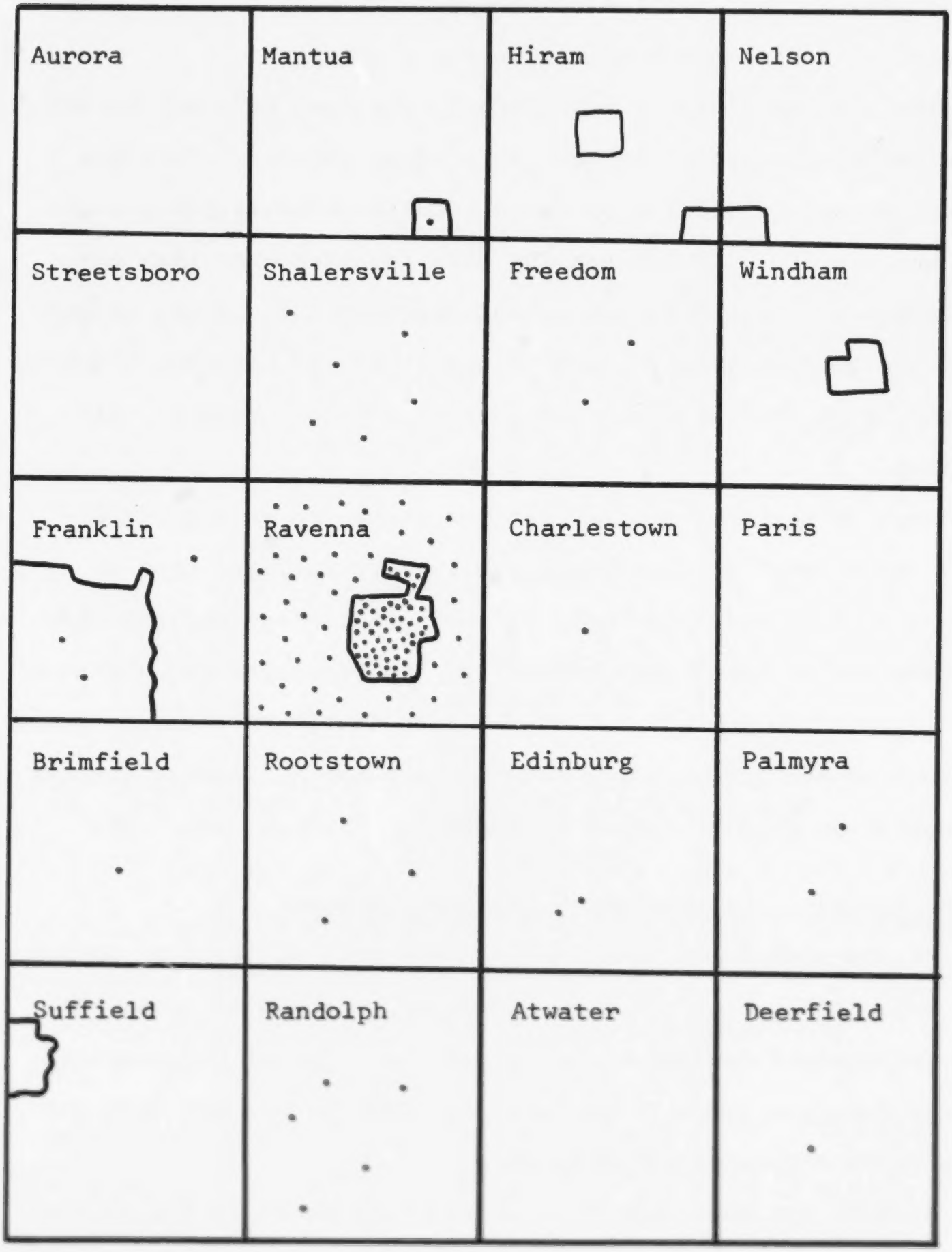
Patron Profile - Reed Memorial Library (Ravenna)

At the Reed Memorial Library in Ravenna, the typical patron is a male high school student, nineteen years old or less. He is a resident of Ravenna Township and has lived at his present address for five years or longer. His family owns two cars and has a total income of $7500 or more.

He uses the Reed Memorial Library because it is the closest

MAP VII

Location of Residence of Patrons Surveyed
Reed Memorial Library, November 1969



Each dot (•) represents one patron.

public library to his home. His library visits usually start from home, sometimes from school; and he comes by car more frequently than he walks. It takes him less than half an hour to make the trip to the library since he travels five miles or less.

He visits the library somewhat less than once a week, usually to pick out general reading or to obtain a specific book. When he is looking for specific materials, they are either for his own personal reading or for his schoolwork. He is generally only partially satisfied in his search for specific materials, most frequently because the library doesn't have enough information of the type he needs, or because he cannot find the material. When such a situation arises, he often plans to check at Reed Memorial on another day, or to visit another library himself. He has visited at least one other library in the past year, probably his school library.

He frequently cannot find a convenient place to park his car, but he can find a place to sit at a table inside the library. He finds the library to be reasonably comfortable and generally quiet. He feels that the staff is helpful when asked, but he rarely asks a librarian for help or advice. Finding books and materials in the library is little trouble for him.

While at the library, this typical patron used the card catalog, consulted specific books or magazines, browsed around, and checked books and periodicals out of the library.

Dissatisfied Patrons - Ravenna

Thirty-five of the patrons surveyed at the Reed Memorial Li-

brary, or 38.1%, were only partially satisfied in finding the material or information they had come for. An additional thirteen patrons, or 13.5% of the total sample, were not at all satisfied. In examining these forty-eight dissatisfied patrons as an aggregate group of dissatisfied users, it was found that they did not follow the response pattern of all the survey respondents. By examining the responses of the dissatisfied, some generalizations can be made about the reasons for dissatisfaction.

Most of the dissatisfied patrons had come to the library in search of materials or information on a specific subject; 18.1% of the partially dissatisfied patrons and 20.5% of the totally dissatisfied patrons gave that response, but only 10.1% of the satisfied patrons surveyed had marked that response. A higher percentage of the dissatisfied patrons were looking for information or materials to be used in relation to their school work - 38.8% compared to 31.0% of the satisfied patrons.

Proportionately, more of the dissatisfied patrons did ask a librarian for advice or assistance; 21.2% of these patrons were satisfied with the help they received; 4.2% asked for help but were not satisfied. In addition, greater use of the card catalog was made by the dissatisfied patrons, 25.0% of the dissatisfied group used the card catalog compared to 15.1% of the group of satisfied patrons.

A proportionately larger number of the dissatisfied patrons at Reed Memorial were concentrated in the 22 to 34 age group. A large proportion of the dissatisfied have attended college or graduate school; 36.9% of the group of these patrons fell into that category.

Patron Profile - Portage County District Library (Hiram)

The typical patron of the Portage County District Library in Hiram is a woman between the ages of 22 and 35 years. She has had at least some college, and is either a housewife or a teacher. Her family's income falls in the $7500 to $10,000 range, and they own two cars. She has lived at her present address in Hiram Township for five years or longer.

She usually visits the Portage County District Library at least once a week, though at times she can only come once or twice a month. Although she usually drives to the library, she does walk on occasion. It takes about fifteen minutes to get from her home to the library since she has to travel little more than a mile. She has visited at least one other library in the past year, probably the Hiram College Library.

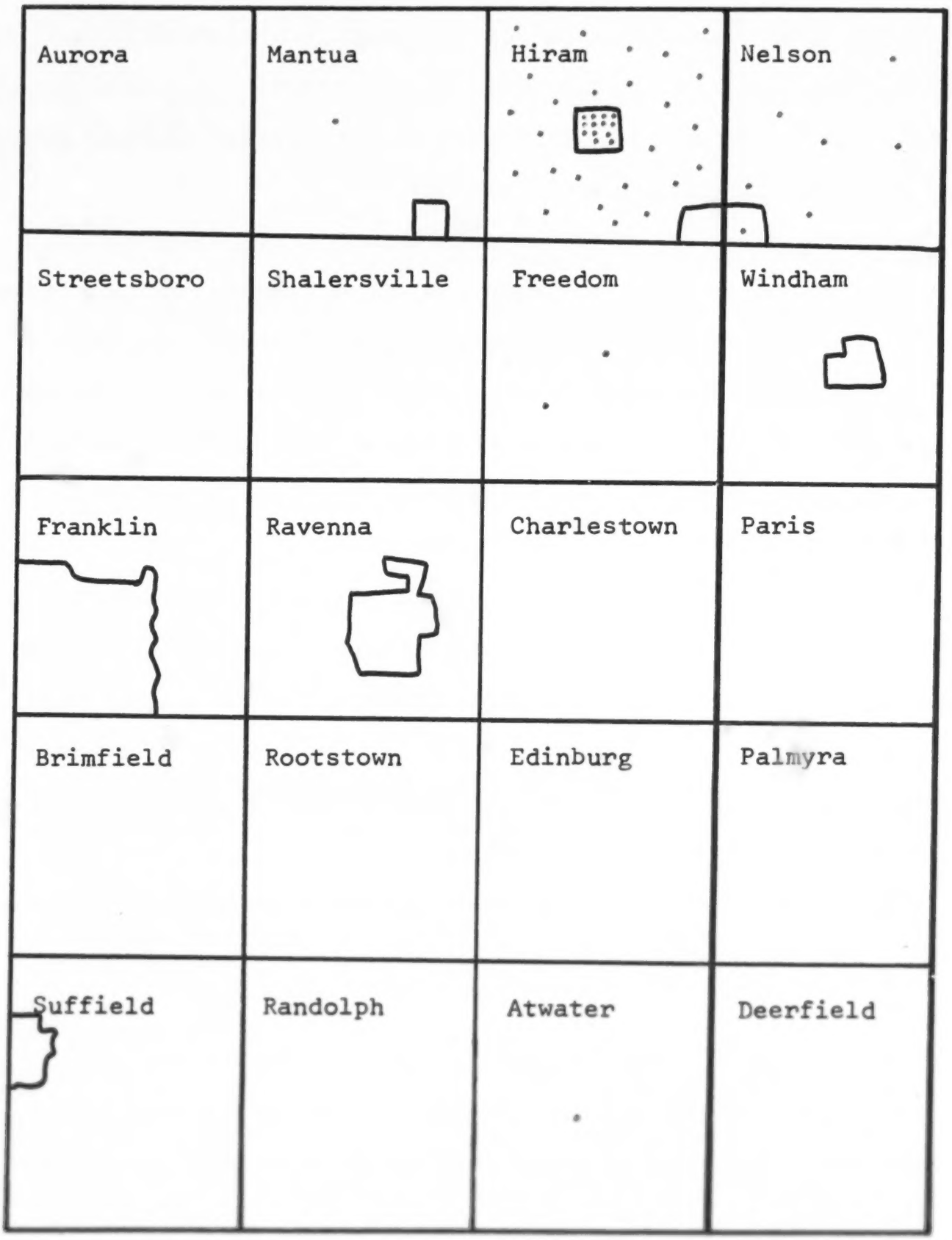
When she visited the library this time, she came to return books or other library materials and to pick out general reading. If she looked for any specific item, it was for her own personal reading; she had no difficulty finding what she wanted. She did not hesitate to ask a librarian for help or advice and was well satisfied with the help she received.

While at the library, she consulted the card catalog, browsed around, asked for assistance from a librarian, and checked out books or other library materials.

She was able to find a place to park her car at the library. Once inside she had no trouble finding a place at a table to sit. She felt the library to be quiet and comfortable, and appreciated the librarians' willingness to assist her.

MAP VIII

Location of Residence of Patrons Surveyed
Portage County District Library (Hiram), November 1969



Each dot (•) represents one patron.

Dissatisfied Patrons (Hiram)

At the Portage County District Library at Hiram there were nine partially dissatisfied patrons, and only three totally dissatisfied patrons, for a total of 27.3% of the total patrons surveyed. Since both of these samples are so small, they will be treated as one group of dissatisfied patrons.

The most frequent reason given by dissatisfied patrons for their visit to the library was that they had come in search of material or information on a specific subject; 23.3% of the responses of the dissatisfied patrons were in this category, as compared to 6.2% of the responses of the group of satisfied patrons. Of the total group surveyed, 9.8% indicated that their visit was connected to school needs. Of the dissatisfied, 33.3% indicated that their library visit was school oriented. The most frequently given reason for dissatisfaction was that the library didn't have enough of the material desired by the patron.

A greater percentage of the dissatisfied patrons consulted a librarian for advice or assistance; 66.6% as compared to 53.6% of the satisfied patrons. However, 22.2% of the dissatisfied patrons were not satisfied with the service they received.

The dissatisfied patrons appear to have come to the library mainly for research purposes, as indicated by the actual use they report having made of the library. They used reference books (18.1%), used the card catalog (18.1%), received help from a librarian (15.1%), and consulted specific books and magazines in the library (15.1%).

The majority of the dissatisfied patrons (66.6%) were 16

years old or less. Of the dissatisfied patrons, 77.7% indicated that the last school they attended was a public school in the area. From this it would seem that most of the dissatisfied patrons from this library are high school students who came to the library for information needed for their school work.

TABLE 20

Summary Fact Sheet - Results from User's Survey

(Portage County Libraries)

NOTE: The text of the questionnaire administered appears in the appendix of this report. Only the figures representing the most prevelant responses are shown here.

	Kent Free Library	Reed Memorial Library (Ravenna)	Portage Co. District Library (at Hiram)
1. Reason for visit:			
a. to choose general reading	14.3%	14.4%	20.9%
b. to return books or materials	17.1%	10.6%	19.5%
c. to obtain a specific book	12.6%	18.3%	14.6%
d. for materials or information on a specific subject	15.1%	14.1%	9.7%
e. other (10 choices)	40.9%	42.6%	35.3%
2. Information sought was needed for:			
a. personal reading	37.7%	40.4%	43.4%
b. school work	35.5%	34.7%	14.4%
c. family's reading	8.7%	4.9%	21.0%
d. other (4 choices)	18.1%	20.0%	21.2%
3. Satisfied (in obtaining materials):			
a. completely	54.1%	48.4%	72.5%
b. only partially	30.0%	38.1%	20.7%
c. no	15.9%	13.5%	6.8%
4. Why unsatisfied:			
a. not enough material	22.6%	27.5%	50.0%
b. material was not in library	26.8%	22.4%	10.0%
c. library doesn't own material	15.4%	14.2%	20.0%
d. other (5 choices)	32.2%	35.9%	20.0%
5. Plans for further efforts to obtain material:			
a. go to another library	42.4%	35.9%	13.3%
b. come back here on another day	28.8%	32.8%	40.0%
c. asked library to reserve material	12.1%	9.3%	26.6%
d. other (5 choices)	16.7%	22.0%	20.1%

	Kent Free Library	Reed Memorial Library (Ravenna)	Portage Co. District Library (at Hiram)
6. Asked for help from librarian:			
a. no	62.7%	79.1%	44.0%
b. yes, and was satisfied	33.9%	19.1%	52.0%
c. yes, and was not satisfied	3.4%	1.8%	4.0%
7. Actual use made of library:			
a. used card catalog	16.3%	20.5%	15.0%
b. checked out books or periodicals	18.6%	14.7%	20.0%
c. browsed around	15.5%	16.2%	14.2%
d. consulted specific books or magazines	10.4%	13.9%	6.4%
e. received help from librarian	6.4%	4.6%	15.0%
f. other (8 choices)	32.8%	30.1%	29.4%
8. Can find a convenient place to park:			
a. yes	39.5%	35.8%	80.9%
b. no	40.2%	43.3%	9.5%
9. Can find a table to work at:(yes)	92.1%	92.1%	97.9%
10. Can find a place to sit: (yes)	95.5%	97.2%	97.9%
11. Library is quiet enough: (yes)	84.6%	87.9%	100.0%
12. Can find books and materials easily:			
a. yes	85.4%	77.1%	100.0%
b. no	5.0%	9.3%	---
13. Library is comfortable: (yes)	87.2%	87.1%	93.7%
14. Staff tries to help:			
a. yes	75.4%	66.0%	100.0%
b. no	5.9%	9.5%	---
15. Library visit began from:			
a. home	64.6%	59.8%	74.0%
b. school	21.3%	24.2%	10.0%
c. other	14.1%	16.0%	16.0%
16. Mode of travel to library:			
a. car	73.1%	61.7%	62.2%
b. walked	20.6%	35.1%	35.8%

	Kent Free Library	Reed Memorial Library (Ravenna)	Portage Co. District Library (at Hiram)
17. Travel time to library:			
a. less than 15 minutes	80.2%	75.5%	94.2%
b. more than 15 minutes	19.8%	24.5%	5.8%
18. Distance traveled:			
a. less than a mile	49.3%	57.4%	59.6%
b. one to five miles	41.9%	22.0%	30.7%
c. more than five miles	8.8%	20.6%	9.7%
19. Nature of trip:			
a. soley to visit the library	55.9%	64.5%	67.9%
b. in conjunction with another activity	44.1%	35.5%	32.1%
20. Is this the public library closest to home? (yes)	83.9%	90.5%	96.1%
21. Female	62.8%	48.0%	59.6%
22. Frequency of use:			
a. once a week or more	28.9%	48.0%	64.0%
b. once or twice a month	46.5%	32.2%	36.0%
c. less than once a month	20.1%	18.1%	--
23. Last school attended:			
a. elementary or junior high school	15.5%	23.2%	13.6%
b. high school	26.2%	47.2%	35.2%
c. college or graduate school	58.3%	29.6%	51.2%
24. Age last birthday:			
a. 16 or less	20.7%	34.8%	21.5%
b. 17 to 21	32.7%	37.2%	7.8%
c. 22 to 34	19.4%	14.7%	21.5%
d. over 34	27.2%	13.3%	49.2%
25. Number of cars:			
a. one	46.5%	31.9%	38.0%
b. two	39.7%	45.0%	50.0%
c. three or more	13.8%	19.6%	6.0%

	Kent Free Library	Reed Memorial Library (Ravenna)	Portage Co. District Library (at Hiram)
26. Total family income, 1968:			
a. under $7500	25.1%	23.7%	24.4%
b. $7500 to $10,000	18.2%	35.6%	33.3%
c. over $10,000	56.7%	40.7%	42.3%
27. Resident of Portage County: (yes)	81.3%	98.3%	97.9%
	Franklin twp.	Ravenna twp.	Hiram twp.
28. Resident of same township as library:	87.2%	79.6%	81.2%
29. Length of time at present address:			
a. less than a year	18.6%	18.8%	12.2%
b. one - three years	17.0%	11.8%	10.2%
c. three - five years	22.7%	14.1%	22.4%
d. five - ten years	19.5%	16.5%	20.4%
e. more than ten years	22.2%	38.8%	34.8%
30. Occupation:			
a. secondary school student	26.2%	47.0%	20.9%
b. college student	32.7%	15.0%	2.8%
c. white collar	7.3%	18.0%	11.6%
d. home maker	18.0%	7.0%	25.5%
e. professional or teacher	7.3%	3.0%	23.2%

TABLE 21

Other Libraries Used By The Patrons Of Each Of The Public Libraries

(In Order Of Frequency Of Use)

Kent Free Library	pts.	Reed Memorial Library (Ravenna)	pts.	Portage County District Library (at Hiram)	pts.
1. Kent State U.	156	Schools	84	Hiram College	48
2. Schools	96	Kent State U.	79	Schools	26
3. Akron	31	*Kent Free	15	Cleveland	8
*4. Reed Memorial	16	Akron	8	Cape May	3
5. Out of State	8	Akron U.	6	C.W.R.U.	3
6. Ohio State U.	3	Alliance-Rodman	6	Alliance-Rodman	3
7. Aurora	3	*Portage County	4	*Reed Memorial	2
8. Suffield	3	Mahoning County	3	Ohio Library	2
9. Barberton	3	Mount Union	2	Company	2
10. Noble Road	3	Sandusky	2	Ohio State U.	2
11. Mansfield	2	Hiram College	1	Oberlin	2
12. Geauga County	2	Youngstown	1	Church	2
13. Alliance-Rodman	2			Kent State U.	1
14. Fairview Park	2			Ohio University	1
15. Lima	2				
16. Madison	2				
17. Rocky River	1				
18. Stow	1				

Patrons ranked their use of other libraries as often, occasionally, or once or twice. The point scale is as follows:

Often. . . . . .3 points
Occasionally . .2 points
Once or Twice. .1 point

*In-county public library.

Composite Patron - Aurora and Mogadore

In most ways, the survey responses from the Aurora and Mogadore branches were typical of the responses to the survey at the Portage County District Library at Hiram. In analyzing the results of the surveys of these two branches, only those points that differ from the Hiram pattern will be delineated. Both branch libraries followed the pattern of the three main libraries by drawing their patrons from the township in which the library is located.

Mogadore Community Library

The typical patron of the Mogadore Community Library is a woman between the ages of 22 and 49 years. She is a high school graduate, and employed as a professional or white collar worker. Her family has a total income of above $7500 a year, and has lived at her present address for less than five years. She visits the library on the average of once a week by car. Her visit at the time of the survey was to pick up materials for her family's reading as well as her own. She does not always need to ask for advice from the librarian, but when she does, she is completely satisfied with the help she receives.

Aurora Branch Library

The patron of the Aurora Branch Library is also a woman between the ages of 22 and 49 years. She has completed high school and has had some college training. She is a homemaker whose family income is over $7500 a year and has lived at her present address for less than five years.

This patron nearly always visits the library by car. At the time of the survey, she had come to the library to choose materials for her family as well as for herself. She usually does not seek help from a librarian, but when she does, she is satisfied with the help she receives.

Patron Profile - Bookmobile

Bookmobile patrons surveyed resided in fifteen of the twenty townships of Portage County. Concentrations of bookmobile patrons came from Streetsboro (22%), Rootstown (15%), Ravenna (12%), and Brimfield (11%).

The typical bookmobile patron is a woman between the ages of 25 and 45. She has a high school education with, perhaps, some college experience. She is a homemaker who has lived at her present address for five years or longer. Her family income is likely to be above $7500.

This typical patron generally visits the bookmobile once or twice a month. She usually walks from her home to the bookmobile stop, a trip of less than 15 minutes and less than a mile. At her most recent bookmobile visit, she came to return books and to pick out general reading material. She asked for advice from the librarian when she needed it, and was satisfied with the help she received. She was able to find nearly everything she wanted. She asked the librarian to reserve any materials she couldn't find, and plans to stop back for them at some future time.

While at the bookmobile, she received help from the librarian, browsed around, and checked out books to read at home. She was

very pleased with the librarian's willingness to help, and was able to find materials easily at the bookmcbile.

Opinions of Social Service Agencies

In an effort to determine the extent of public library service to public service organizations in Portage County, a list of 39 agencies or service organizations was developed. Of this total, 17 responded to our questionnaire. (The appendix includes a complete list of the agencies which were contacted and those which responded.)

The social service organizations in Portage County serve a wide variety of individuals in the county, extending from the several organizations which provide recreational activities for boys and girls to those agencies which assist the ill, the handicapped, and the economically deprived.

When questioned about their library facilities and the use made by their organization of the public libraries, the following information was obtained.

Slightly more than half of the organizations responding to the questionnaire possessed some library facilities of their own. These collections ranged from seven books and a variety of pamphlets, to 900 volumes, with an average of about 250 books per library. Very few of these collections were shared with other agencies; very few were open to the public.

Half of the service organizations responding had occasionally asked the public libraries for books or services; the remaining

organizations had never made such a request. All three of the public libraries had been used at one time by one or more of the service agencies. The libraries usually had been able to meet the requests made of them. However, most of the organizations did not know if the public library subscribed to their particular professional journals. Only one of the organizations, Friendship House, Inc., had ever requested a bookmobile visit. This request was granted.

Most of the organizations do recommend that their clients visit the public library for books, special programs, or information. Very few of the organizations were notified of special programs or events at the public libraries, however.

Some specific recommendations for the public libraries were made by the social service agencies questioned:

1. The public libraries should provide assistance, direction, or training to agencies that are attempting to develop their own specialized library collections.
2. The public libraries should develop a collection of films on a wide range of health topics to be loaned to teachers and to interested groups.
3. The public libraries should organize a county-wide system for the circulation of books and other library materials to shut-ins.
4. The public libraries should publicize any special library services and programs.

5. The public libraries should consider purchasing, perhaps under a shared cost plan, certain specific books that organizations would like to have available.
6. Several service groups suggested that they would appreciate receiving discarded books, especially children's, for use by, or distribution to, their clients.

The organizations responding felt the public libraries were, almost without exception, willing and able to help when asked. The greatest barriers between the service organizations and the libraries seems to be a lack of communication.

OVERVIEW

The present need for a reassessment of the role of the public library in Portage County arises, in the first instance, from the growth of the county and its conversion from a series of isolated rural villages to an essentially suburban area, closely linked to both Akron and Cleveland. When the present library organization was developing, it was quite appropriate that facilities be located within the small towns of which the county was composed, and that library services be related primarily to school-age needs. This pattern is becoming increasingly archaic, and will prevent the delivery of library services to an increasingly large percentage of the county's population.

At the present time, the libraries of the county are essentially neighborhood facilities, functioning for information needs in an analogous fashion to the way in which a neighborhood park functions for recreation needs. Like the small neighborhood park, the public library in Portage County has a basic clientele of children and teenagers. Adult use is either in connection with children's needs, or the product of non-specific, random wants for recreational reading. It is this type of use that the public library in Portage County serves most adequately. This is reflected in the extensive collections of children's literature, and in the user responses showing that personal reading was a predominant type of information sought within the library building.

The neighborhood nature of the library is clearly pointed

out by data showing that one-half of the patronage originates less than a mile from the library building. This significant statistic has ominous implications for library patronage in the county. The dramatic growth in the county's population anticipated by 1980 will not occur in the areas within one mile of the library buildings. The nearby population, in fact, will be stagnant. Therefore, as population growth occurs in the suburban fringes around the major centers, library patronage is not likely to increase as fast as population grows.

The population projections for Portage County demand a reorientation in library thinking. The libraries must become more than isolated neighborhood facilities. By 1980, 55% of the county's population will be located in the western "T" of townships, composed of Streetsboro, Franklin, Brimfield, and Ravenna. This "spread city" will contain almost 100,000 people, or more than the whole county contained in 1960. Traditional library organization will certainly not accommodate the information needs of this major population concentration.

Given the present population and future growth potential of the county, the total number of persons served by the present libraries is quite small. Using data from the questionnaire and from impressionistic evidence, we would estimate that no more than three to four percent of the county's population uses library facilities at least once a year. Of this group, less than one-half of one percent are intensive users of library service, which is defined as the frequency of use of once a week. Only slightly more than half are adults. At the present levels of

financial support from the intangibles tax, this means that the county is spending about $70.00 per user per year for library services.

Two aspects of the evidence in the preceding chapters creates a critical need for the libraries to define a new role and search for new constituencies. One is the growing importance of school libraries. To the extent that these school facilities provide information services to their students, there will be further drastic inroads into the traditional clientele of the Portage County libraries.

The second piece of evidence is the extent of dissatisfaction with library facilities. It appears that there is substantial dissatisfaction with existing services. This was the group that indicated on the questionnaires that they were either "partially satisfied" or "dissatisfied." It is of significance that those who came looking for specific information were those who evidenced the highest levels of dissatisfaction. This holds true regardless of the distance which the user traveled in order to reach the library. Inspection of data reveals that the inadequacies of the holdings of the library are the reasons for dissatisfaction. This, in turn, ties in with the age of collections (with 62% of the books more than 12 years old), and the limited reference material and adult non-fiction available. The enthusiasm and helpfulness of the present library staff cannot overcome this basic limitation. Evidence of this type further strengthens the contention of this report that library facilities in Portage County serve adults only for their non-specific, random reading needs.

Like library systems elsewhere in the country, the Portage County libraries face a marketing problem in which they must define a series of clientele groups whom they can serve, and make aggressive efforts to serve these specialized markets. This clearly requires the abandonment of separate systems and a creation of a single county-wide system. This will provide the precondition for effective cooperation in specialized services from Akron, the development of adequate service to a four-township "spread city," and effective library extension services to the remainder of the county. It is to the details of achieving this end that the report now turns.

PLANNING FOR 1980

The data in this report and the trends in library planning across the country, support the conclusion that on a long-term basis the continued operation of the three independent libraries serving Portage County would not produce the highest possible quality of library service. The following sections discuss some of the concerns or problems shared by the three libraries; the necessity of cooperative relationships with other counties; and alternative possibilities for developing a unified county-wide system. No matter which method of unification is adopted, several significant improvements could be accomplished through joint effort and planning.

Concerns And Problems Shared By The Three Libraries

Central Storage

Provisions for the storage of older and infrequently used materials in economical, central storage with resulting savings of space cost to the libraries should be organized. The data in the section on book resources (Tables 9 and 10) indicate that substantial amounts of older materials are presently being housed in the libraries.

Centralized Technical Staff

Provisions for centralized technical services with resulting savings in the cost of this work should be brought about. Based on present work loads, it is estimated that approximately $7500 per year could be saved through centralized processing.

Additional cost could be saved in the purchasing of library supplies and materials.

Specialized Professional Staff

A provision for specialized professional staff and services in the area of reference, adult service, and bookmobile operations can be developed.

Over the next several years, careful study of the role of the public library in children's services in relation to the strengths in the school libraries in the county should be undertaken, and a decision on the long-term nature of the children's area program with the public libraries should be developed.

Inter-Library Cooperation

It has been well established that no general library standing alone can fully meet the needs of its citizens. The data on user satisfaction clearly indicates that many citizens are leaving Portage County libraries either unsatisfied or only partially satisfied in their search for library materials (See Table 21). Activities to encourage and facilitate inter-library cooperation and exchange between the libraries in the county should be given a high priority. As a first step, the libraries should jointly develop a book delivery system which will provide frequent, rapid delivery. Such a service should provide, as a minimum, twice daily delivery and pickup to each of the libraries. In addition, the libraries should develop joint plans for strengthening the coverage of periodicals. The duplication of back files of periodicals does little to add to the depth of resources available

to citizens. Joint efforts should be directed toward lengthening the coverage of periodical titles retained in the libraries in the county. A definite plan of sharing specialized reference tools should also be developed.

Common Policies

High priority should be given to the development of common policies relating to book loans, circulation systems, and borrower registration. A common library card should be used for all residents of the county and the system should provide for borrowing and returning books at any point in the system. Such new policies would greatly aid and abet all county-wide procedures directed toward the movement of books to users.

Planning

There should be developed a comprehensive county-wide plan for services and for physical facilities. Such planning should include short range and long range recommendations. It should be clear that the libraries acting independently will not be able to adequately meet their needs for physical facilities and at the same time, provide the needed resources for library development elsewhere in the county.

Improved Non-Book Resources

The libraries should jointly develop plans for strenthening the non-book resources available to citizens in the county. Emphasis should be placed particularly on high-cost areas of films, library materials for the physically handicapped, and specialized

materials such as cassettes, teaching machines, and similar equipment now being manufactured for educational purposes.

County-Wide Public Relations

A program to extend and improve the efforts toward disseminating public information about the library programs should be initiated. This program should be aimed at creating an awareness of the value of library services in the county and of specialized services which the library can offer. Public information programs should pay particular attention to the special audiences of the library.

Service to Special Publics

The libraries should design special programs and services for groups not now being served. The user study indicates that the libraries in Portage County are reaching the traditional audiences of the public library, which usually are the middle-class, affluent, well-educated citizens. In addition, the public libraries, particularly in Hiram and Kent, are augmenting university library services. Special programs for other audiences should be planned and given a high priority for implementation. There is a particular potential for the extension of traditional, or the creation of innovative library services to the county poor.

Much of the poverty of Portage County is not concentrated in such a way that permanent library facilities could be practical. However, the present installation at Windham represents a fine attempt to serve particular library publics. Undoubtedly, similar opportunities for library service exist in Ravenna township.

The federal Library Service and Construction Act as well as sources for funds available to Community Action Programs, may provide the financing necessary for inaugurating these new programs.

Need for Cooperative Relationship with Other Counties

It is extremely unlikely that the library income available to Portage County will support the development of resources of sufficient depth and breadth to fully meet the information needs of all the citizens. There are at least two imperatives, quality of collections and financial support, which suggest that the best interests of the citizens of Portage County can be served by cooperative relationships with other library service programs in nearby Ohio counties.

Quality of Collections

Considering the present degree of duplicated book resources and the limited depth of book collections in the Portage County libraries, a serious need to consistently tap broader and deeper resources exists. It cannot be assumed that the library at Kent State University can meet its on-campus commitments and also function as an immediate supplementary source for the libraries in the county.

Additional Financial Support

The authors of the Ohio Library Development Plan envisaged state development of area library service organizations. These organizations would be composed of two or more counties which would jointly develop a plan of service to the citizens of their

combined area. The plan provides for substantial amounts of state assistance to be available for carrying out the programs of the Area Library Service Organization, and participation in this plan is seen as a method of overcoming the inadequacies of the support from the Intangibles Tax for Portage County libraries.

Examination of the measured transportation methods and population trends in the county suggests that the natural orientation of area-wide planning is toward Summit County. It is propitious that Summit County libraries are at the moment engaged in the development of long-range planning similar to the work undertaken in Portage County. The present cooperation between the Portage County District Library and the Akron Public Library in the financing of the branch library in Mogadore certainly should be considered as a sound first step in the development of other cooperative programs between the two libraries. Interviews with Akron Public Library officials indicate that they are extremely interested in exploring cooperative opportunities with Portage County libraries and steps in that direction should be taken promptly.

Three Plans for Union

There are at least three alternatives open to the libraries of Portage County as they seek to establish a closer unification of policies, planning, and operation of library services.

1. CONTRACTUAL AGREEMENTS FOR SPECIFIC SERVICES

The libraries could agree among themselves upon the centralization of certain specific library services, and by mutual contract arrange for the operation of these services. The examples

vary in which such contracts might arise; possibilities would be adult service programs, public information programs, periodical and reference services, purchasing, and the provision of non-book services. While such arrangements would significantly strengthen the library program in certain areas, they would not in the long run solve the most pressing problems or provide mechanisms for sustained planning. Centralization of services through contractual relationships also would not provide the libraries with a sound means for participation in the Ohio Library Development Program.

2. FEDERATION

Libraries could agree to join together as independent units with each library board sharing in the decision making processes of all libraries. This would provide opportunities for joint policy development and for concerted efforts in the areas of budgeting and planning. The rather large organization which would result would be cumbersome to administer, and since the local library boards would still retain their local interest it would be difficult to develop plans on a county-wide basis. Despite the disadvantages cited, the federation approach to cooperation has been adopted in a number of instances across the country. The federation would be in a position to provide services needed by the libraries and to contract for services with other counties and with the State of Ohio. Federations have been most successful in areas where a multiplicity of local units make broader based cooperative arrangements impossible.

3. NEW COUNTY DISTRICT LIBRARY

This plan encompasses the merging of all the present libraries

in the county and creation of a new library board to assume responsibility for policies in planning and operation of library services to all the people of the county. This plan would result in a greater strength in administration and provide the soundest mechanism for future operations.

IMPLEMENTATION

County Library Structure and Organization

In the view of the authors of this report, library services in Portage County will be developed more rapidly and on a sounder basis if the alternative of creating a single, new county library system is adopted. The mechanism for such a course of action is provided for in Section 3375.212 of the Ohio Revised Code, providing for a smooth transition in reorganization. Under 3375.21, the procedure begins with each of the three library boards approving a resolution requesting the consolidation of the libraries. After approval and certification by taxing authorities and the County Commissioners, the three library boards meet jointly in the following January. At this meeting, the three Boards act as a committee of the whole, and they become the interim board of the consolidated library. This board of 21 trustees functions throughout that year, and before January of the following year the interim board of 21 requests the appointment of a new seven member County District Library Board.* The new board members would have staggered terms with four members appointed by the County Commissioners and three by the judges of the Common Pleas Court. (It is extremely likely that the seven board members would be chosen from persons presently serving on the three local library boards.)

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*Section 3375.22 of the Ohio Revised Code describes the county district library board.

It is recognized that the course of action recommended here demands a substantial change in the pattern of library service which has prevailed in the county and will require the librarians, in addition to serving their local communities, to extend their interests and concern to the entire county. In so doing, they will be laying a sound foundation for continued improvement of library service in Portage County and thereby perpetuating the high sense of responsibility which has characterized their efforts in the past. The topics which follow will discuss the major areas to which the new library should address itself.

STAFF

County Library Director

The major decision facing the new library will be the appointment of a County Library Director and through that leader the staff outlined below. The Board should spend considerable time in searching for, interviewing, and selecting the person to become director. This is, perhaps, the most significant decision the Board will make and it should rely upon the best available source of recommendations. The Ohio State Library is perhaps in the best position to provide such advice.

Adult Services

Several sections of the report suggest the need for increased efforts to reach and serve the adult readers of the community. As soon as practicable, an Adult Service Librarian should be added to the county staff to plan, initiate, and co-

ordinate programs of library service to adults. Until such time as bookmobile and branch operations can be placed under the direction of an Extension Librarian, it may be necessary for the Adult Service Librarian to supervise these areas. Initial impetus should be given to programs designed to reach the elderly, the poor, and various adult non-user groups.

Technical Services

A number of alternatives for centralized technical services are available to the libraries and are discussed elsewhere. Whichever method is followed, responsibility for this activity should be centralized and cease to be an activity for each library.

Reference Service

A Reference Service Librarian should be assigned the responsibility for centralized reference service, reference materials, periodical resources, in-service training programs, and coordination of the Ohio Library Development Plan for the area.

Children's Services

Many library leaders are beginning to raise serious questions about the responsibility of public libraries to serve children in the light of substantial public investment in school libraries. However, it is likely that it will be some time before school libraries will play the major role in service to children and even at such time the public library will continue to have an important function in serving children.

Inter-Library Relationship

The Public Schools

Available evidence indicates that library services in the schools of Portage County have improved dramatically in recent years. However, at the present time, one of the bookmobiles operated by the Portage County District Library is devoted exclusively to service to schools. The librarian estimates the cost of this service at $15,000. School library authorities have long held that this type of service by public libraries is not helpful to the development of a sound school library program. It is strongly recommended that the Portage County District Library adopt a new policy with respect to its school bookmobile--specifically that school districts be required to pay the cost of the bookmobile service on an hourly basis.

There are two sound reasons for this step. Ohio law establishes that if public libraries provide school library services, they should receive remuneration.* Also, the public library service program cannot afford the diversion of approximately $15,000 annually to public school services.

The change in policy relating to bookmobile service should be accomplished without jeopardy to the relationship between the public schools and public libraries. School libraries have developed rapidly in Portage County and have reached a level which would enable many of them to contribute significant inputs to the total bibliographic resources of the county.

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*Section 3375.14 of the Ohio Revised Code describes the relationship between public libraries and public schools.

Relations Between Libraries in Portage County

It should be realized that placing all of the public libraries in Portage County under a single administration is a mechanism which will facilitate, but not insure, inter-library cooperation. The data in this report clearly show that for Portage County citizens, each library is complete unto itself and the users must themselves form the connecting links between libraries. This is not only very limiting from a service point of view, but is extremely wasteful of human resources. It is much more economical to transport library materials around the county than readers.

Patterns of library service which have existed over a long period of time will not easily be changed. However, efforts must be made to insure that every employee of a public library in Portage County accepts the idea that the local institution does not fail when it calls upon another library to supply materials needed by a reader. So long as his information needs are met, the reader is not concerned with which library supplies the books. Since library service is a county-wide service, the failure to obtain a book for a reader from another library is to deprive him of the use of a resource to which he is entitled.

In order to break down the patterns of insularity, which characterize the libraries, sustained efforts at in-service training and re-orientation of staffs will need to be made.

The presence of two institutions of higher education in the county may have created a false impression that readers unable to meet their needs at the public libraries will turn automatically to the larger collections at Kent State University and Hiram Col-

lege. It must be assumed that only the most articulate and library-wise users can be served in this way. Both Hiram College and Kent State University have been extremely generous in sharing their resources. Future efforts should insure that it is the public librarian who consults the college or university library, rather than the public library patron. The Reference Service Librarian and the rapid delivery service between libraries proposed in this report will facilitate this relationship.

Senior Librarians Coordinating Committee

To provide a mechanism for coordination, communication and on-going reassessment of plans and practices, it is recommended that the libraries of the county organize a Library Committee consisting of the senior professional librarians of the county. The Committee should concern itself primarily with monitoring the inter-library relationship developed as recommended in this report and in seeking new areas of cooperative activity. The Committee is seen as maintaining an on-going formal relationship which provides avenues for planning and joint policy discussions vital to any and all cooperative ventures.

Relationships External to Portage County

In anticipation of participation in the Ohio Library Development Plan, Portage County will need to develop joint service plans with libraries in another county or counties. As suggested earlier, the logical direction for this planning is considered to be toward Summit County. Currently, Portage County is participating with Summit and Medina Counties in the Tri-County Regional Planning Commission.

Some possible suggestions for areas of discussion might be the sharing of non-book resources, bookmobile services, central purchasing, and personnel policies. Also of area-wide concern would be the location of branches near county lines, borrowing policies, technical services, storage of lesser used material, and inter-library communications and delivery service.

Operations And Services

It is beyond the scope of this report to outline in specific detail the operating features of the county library program. The County Library Director and Board in consultation with the existing libraries will need to make operational decisions in the light of the usual sets of opportunities and constraints. The following suggestions are offered as guidelines for dealing with some of the problem areas.

Storage of Older Materials

The county library should provide economical storage facilities for the large quantities of older material now being retained in the libraries. Such a move would free considerable space in the present libraries and would result in a substantial long term saving.

The county library should exercise a last copy screening function to avoid the storage of duplicate older materials. This function may, ultimately be maintained on a state-wide or regional basis but until such systems exist, the county library should provide it.

Bookmobile Operations

Analysis of the present bookmobile scheduling should be made with particular attention to the length and number of stops.

New objectives for bookmobile service should be developed and present policies examined in the light of these objectives. The objectives should recognize that bookmobile service is a stop-gap device arising from geographic constraints and that every possible action should be taken to insure that library users are not limited to bookmobile collections. In any case, an early objective should be to make any book in a public library in the county available to bookmobile patrons.

Technical Services

Centralization of technical services can be accomplished through a number of methods. These are listed below in descending order of preference:

1. Contract with the Ohio State Library Book Processing Center.
2. Provision for centralized processing as one of the services of the Area Library Service Organization (ALSO).
3. Contract with a commercial book processing firm.
4. Provision for centralized processing to serve Portage County libraries only.

Recent studies of centralized book processing have favored provision of this service by State Library agencies on either a statewide or large regional basis. This is because the greatest

efficiency of operation can be achieved through the use of a computer and the large volume required can best be obtained through serving a large number of libraries.

If it is necessary to adopt alternative (4) this service should be regarded as terminal. The county library should, in this case, invest in basic equipment only. A centralized processing operation serving only the libraries of Portage County should not invest in equipment for computer operations.

Circulation Control

As soon as possible, the county library should assume responsibility for circulation control. Such control would provide a single card for borrower use in all libraries. In addition, it would provide central borrower registration and centralization of records on overdue books and delinquent borrowers.

In the long run, it would be desirable to convert all libraries to a circulation system which would permit machine operations for most functions. Since such service may be a function of the ALSO, the county should not act unilaterally in these areas.

Since at some point all of the libraries will be adopting a machine readable system, there would be little advantage in converting all of the libraries to one of the available manual system even though there might be a short-term saving through greater efficiency.

Delivery System

A delivery system should be established to provide prompt delivery of materials between all points in the system. The system

should provide delivery and pick up service daily to the public libraries and to Kent State University, Hiram College, and the Akron Public Library. The present practice of using bookmobiles for pick up and delivery should be halted and a small panel truck used for this purpose.

Physical Facilities

Headquarters Library

It is clear that the headquarters for a newly organized county-wide library operation cannot be located in the present headquarters space in Hiram. The present headquarters are neither spacious nor efficient enough to contain the functions recommended and no reasonable amount of alterations or additions could make them so. Also, the present location is not geographically desirable for an expanded county library headquarters.

It is recommended that the county library headquarters be relocated in a rented building which could provide approximately 12,000 square feet of space on one floor. A site for the new headquarters should be chosen some place in the corridor line west of Ravenna, east of Kent, and between the Ohio Turnpike and Interstate 80S. The site chosen should provide adequate parking for staff and visitors and should provide easy access for loading the bookmobiles from inside the building. A warehouse type building with adequate heating and ventilation would be ideal for the functions to be performed. Ideally, the building should have a minimum of interior walls and should provide the greatest possible flexibility in arrangement.

The primary purpose of the county library building will not be to provide direct public service. Only a small portion of space should be devoted to study areas for the individuals who may find it convenient to use the library directly.

Present County Library Headquarters Building

The present county library headquarters building should be retained as a library outlet to serve the Hiram community. Architectural and engineering investigations of the possibility of demolishing the frame part of the library and then closing in the brick addition to accommodate the local library facility should be made. If it is not feasible to demolish the frame structure then alternative community uses of the house should be developed.

Kent Free Library

This library has a reasonably good site on the main street leading into the downtown area of Kent. It is somewhat removed from the center of town by the Cuyahoga River and the roadbeds of two major railroads. Since the library is located on Route 59, which is the major east-west artery through Kent, the most severe need of the Kent Library is for additional parking facilities. There is available land for parking nearby and this should be acquired for library parking as soon as possible. Given the support which the county library system can provide to the Kent Library in meeting service requirements, the need for additional building space is not foreseen until late in the seventies.

Reed Memorial Library

It is difficult to estimate how much space in the Ravenna Library may be made available by the transfer to the county library of older material and the relocation of processing activities. It is highly likely that within the period 1970-1980 it will be necessary to provide additional building space for the Ravenna Library. At the present time additional space is available for expansion of the building but it is a very limited amount of space and could, at best, make only a short-term improvement in the library situation. The present site of the Ravenna Library is excellent and should certainly be retained. A long-term objective might be to locate the county library headquarters in Ravenna, building a facility to provide both public service to the Ravenna community and headquarters space for the county library. A combination building of this type would probably require a facility of approximately 30,000 square feet, of which 10,000 - 15,000 would be utilized for the Ravenna library space with the remaining area allocated for the county library headquarters. If it is possible to obtain this much space with adequate parking in the area surrounding the present Ravenna Library site, then the present site should be converted to this new use, in which case the present building should be demolished.

Long Range Capital Plans

As soon as the county library is formed, a long range plan of capital improvements for county-wide library service should be developed. This plan should include provision for a branch

library outlet to serve the Streetsboro area. Initially, this could be in a rented store building which might provide approximately 3,500 square feet of space. As library service to this community develops over the next decade, the need for a permanent branch library should be studied.

As an interim alternative, the possibility of locating the county headquarters in Streetsboro and utilizing the building for the joint purpose of housing the county library headquarters and providing branch library service to the Streetsboro community could be examined. It is felt that this is a less desirable alternative to locating the headquarters in or near Ravenna, but economic factors might lend it some attractiveness.

In addition to the proposed branch outlet at Streetsboro, the situation of the branch library in Windham needs careful evaluation. While the present location is very satisfactory for the community, the physical setting of this facility is certainly unattractive and not functional. A modest expenditure on cleaning, painting, new furnishings, and fixtures could make the branch a much more attractive place. Beyond this, efforts should be made to create new community interest through a more intensive effort to serve the needs of Windham residents.

Costs and Sources of Income

Operating Costs

The primary items of new expenditures of the proposed county library system would be the establishment of the county library

headquarters and the resulting cost of additional staff positions. A listing of all the estimated operating costs which would result from the reorganization follow on the next page.

Salaries		
Library Director (range $12,000 - $15,000)	$13,500	
Director of Adult Services (range $8,000 - $10,000)	9,000	
Reference Librarian (range $8,000 - $10,000)	9,000	
		$31,500
Rental of Space: 12,000 sq. ft. @ $1.50 per square foot per year	$18,000	$18,000
Branch Operations at Hiram		
Staff Salaries (Includes clerical and supportive)	$10,000	
Utilities	3,600	
Books	5,000	
		$18,600
Branch at Streetsboro		
Staff Salaries (includes clerical and supportive)	$15,000	
Space: 3,500 sq. ft. @ $2.00 sq. ft.	7,000	
Utilities	3,600	
Books*	5,000	
		$30,600
Delivery Service		
Driver	$ 6,600	
Van	500	
		$ 7,100
		$105,800

*This figure is based on the assumption that the basic book collection at Streetsboro will be supplied by the couty library.

Sources of Income

It is recognized that the proposals outlined herein represent significant new levels of funding for library service in Portage County. It is also clear that anticipated increases from present revenue sources will not provide the needed sums in any one year. Table 22 and 23 provide a summary of the revenues from the Intangibles Tax and a projection of possible future funding from this source. The following sources of supplemental revenue are suggested as the most likely means of providing the amounts necessary for implementation of county-wide reorganization.

1. Reduction of Current Expenditure Levels

A. Technical Services cost reduction	$ 7,500
B. Reimbursement from schools for book-mobile services	15,000
C. Professional Staff now on staff of county library (2.4 F.T.E.)*	14,500
	$37,000

2. Grant Funds

Two sources of grant funds are available for implementing the recommendations in this report. These are short term grants available through the Ohio State Library under the Library Service and Construction Act (LSCA), and the proposed on-going grants which are part of the Ohio Library Development Program.

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*It is not anticipated that there will necessarily be personnel changes. This saving represents the estimated dollar costs of professional personnel already filling positions similar to those recommended.

It is recommended that the libraries of the county jointly constitute themselves as a planning group to develop a grant proposal to the Ohio State Library for funds under LSCA to initiate the program.

The grant proposal should provide for the following elements. The grant would be in the amount of approximately $68,800 for a two or three year period. The proposal should be framed with the development of the Area Library Service Organization (ALSO) in view so that appropriate activities can be shifted to that program when it is funded. The proposal should indicate a sound basis for continuing past the grant period. This could be done by earmarking a portion of the amounts accruing through growth in the Intangibles Tax income over the next several years for this purpose, and also through careful control over the economies which the county-wide library operations can effect.

Capital Outlay Costs

The various capital outlay proposals in this report are substantial. It is unreasonable to assume that these costs can be met by diversion of operating income. The most realistic solution is to develop a sound program of capital outlay needs to be presented to the voters of Portage County for their support through a bond issue. Such a bond issue would provide funds for the following:

1. A new library in Ravenna which would also serve as the county library headquarters.
2. The acquisition of additional land for parking and future expansion at the Kent Free Library.

3. The construction of a permanent branch in Streetsboro.

It is estimated that the bond issue would be $1,500,000 to $2,000,000.

TABLE 22

Portage County - Intangibles Tax
1961 - 1968

Year	Amount of Intangibles Tax to Library	% to Library	% Increase Over Previous Year
1961	166,854	100.0	26.0
1962	167,432	100.0	0.3
1963	166,147	99.0	- 0.7
1964	172,630	99.0	3.9
1965	190,720	99.7	10.4
1966	210,697	99.7	10.4
1967	227,452	97.0	7.9
1968	244,974	99.7	7.1

TABLE 23

Projections of Portage Intangibles Tax
1969 - 1980

Year	Based on average yearly increase, 1961-1968 (8.2%)	Based on increase of most recent year, 1967-1968 (7.1%)
1969	265,061	262,367
1970	286,796	280,995
1971	310,313	300,945
1972	335,758	322,312
1973	363,290	345,196
1974	393,079	369,704
1975	425,311	395,952
1976	460,186	424,064
1977	497,921	454,172
1978	538,750	486,418
1979	582,927	520,953
1980	630,727	557,940

APPENDIX I

PORTAGE COUNTY LIBRARIES

I. LIBRARY DESCRIPTION

A. Services:

1a. Hours:

Please list daily hours library is open to public <u>During school year</u>.

Mon. _____

Tues. _____

Wed. _____

Thurs. _____

Fri. _____

Sat. _____

1b. Indicate different hours from above <u>for summer</u> if warranted.

Mon. _____

Tues. _____

Wed. _____

Thurs. _____

Fri. _____

Sat. _____

2. Which of the following services does your library offer on at least a weekly basis: (Check items which are appropriate)

	Avg. frequency per week	
*Inter-library loan (see next page)	_____	loans
Film lending	_____	loans
Record lending	_____	loans
Discussion groups (in season)	_____	meetings
Story hours (in season)	_____	session
**Bookmobile (see next page)	_____	trips
Other--please describe	_____	

INTER-LIBRARY LOANS

*In a paragraph below, please indicate where inter-library loans are from, types of material involved, and any restrictions, e.g., fees, or residence requirements.

BOOKMOBILE

**Please include a paragraph describing bookmobile activity, e.g., number of books loaned, trips, miles, visits to schools or other relevant data.

I. LIBRARY DESCRIPTION

B. STAFF:

Indicate number of individuals in each of the following areas:

*Professional Librarians:

Full time_____

Part time_____(averaging _____hrs. per week each).

*Sub-Professional:

Full time_____

Part time_____(averaging _____hrs. per week each).

Clerical Personnel:

Full time_____

Part time_____(averaging _____hrs. per week each).

Custodial Personnel:

Full time_____

Part time_____(averaging _____hrs. per week each).

Student Help:

Full time_____

Part time_____(averaging _____hrs. per week each).

*Please supply additional details on professional and sub-professional personnel on sheets titled Background Information Professional or Sub-professional Personnel (2a).

BACKGROUND INFORMATION

PROFESSIONAL OR SUB-PROFESSIONAL PERSONNEL

Name _____

Address _____

_____

Education _____

_____

Length of service in present position _____

Professional memberships _____

_____

Community Activities _____

_____

Benefits other than salary _____

IN SERVICE TRAINING

Please describe any formal in-service training you received for your present position.

Please describe in-service training you would like to receive. Do not limit your response to any particular type of in-service training.

Have you participated in an in-service training program elsewhere? Please describe.

I. LIBRARY DESCRIPTION

C. Library Materials:

Indicate total number for each item.

	Total	Number Added in 1968
Total no. volumes in library	_____	_____
Volumes on shelves	_____	_____
Volumes for circulation	_____	_____
Magazines & Journal subscriptions	_____	_____
Journals in bound volumes	_____	_____
Periodicals on microfilm	_____	_____
Audio-Visual:		
Recordings	_____	_____
Films	_____	_____
Film Strips	_____	_____
Talking Books	_____	_____
Tapes	_____	_____
Picture Files	_____	_____
Vertical File	_____	_____

Special collections, if any	_____	_____

Please describe_____

_____

_____

_____

_____

_____

_____

I. LIBRARY DESCRIPTION

D. Buildings and Grounds:

Sq. ft. of floor space open for public service	_____	sq. ft.
Sq. ft. of storage space	_____	sq. ft.
Work area	_____	sq. ft.
Seating capacity at tables	_____	people
Seating capacity other	_____	people
Study cubicles	_____	people
Meeting room(s)	_____	capacity
	_____	

Parking:

In library lot	_____	no. of car spaces

Please describe the parking situation near your library. Are your patrons usually able to find space within easy walking distance. Indicate periods of particular stress.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

II. COMMUNITY RELATIONS

Please comment on how your library relates to other aspects of community life. The following list of possible relationships is only suggestive. Please remark on any or all of the items from this list or on other library community relationships as they occur to you.

Relationship to schools
Relationship to local government
Relationship to community action programs
Relationship to the business community
Relationship to community organizations
Relationship to other groups (please specify)
Relationship to other libraries both within and outside the county. (Existing policy on cooperation)
Other

III. PROBLEM AREAS

As you view your library within your community and the total effort you are making to satisfy professional and community needs, certain problems are sure to occur to you are more or less significant.

The listing below includes some possible items of consideration.

Rate each of the problems listed below in the appropriate column. Please be sure to add any problem areas not listed.

	no problem	minor problem	medium problem	major problem
Staff (specify problems)				
Future development				
Planning				
Role of Librarian in community				
Image of the Library				
Communications (library-school, college)				
Adequacy of facilities				
Book damage or loss				
Finances				
Book returns				
Communications (specify problems)				
Relationship with users				

DAILY USER SURVEY

Number of patrons in library at:	Total in Library	Children (under 13 yrs. of age)
11:00 am	_____	_____
1:00 pm	_____	_____
3:00 pm	_____	_____
5:00 pm	_____	_____
7:00 pm	_____	_____
9:00 pm	_____	_____

Number of new cards issued: _____

Number of books checked in: _____

Number of books checked out: _____

Please check the date the above information was collected.

Monday, August 4	Monday, September 8
Tuesday, August 5	Tuesday, September 9
Wednesday, August 6	Wednesday, September 10
Thursday, August 7	Thursday, September 11
Friday, August 8	Friday, September 12
Saturday, August 9	Saturday, September 13

APPENDIX II

MAY WE HAVE A LITTLE OF YOUR TIME?

Please save ten minutes of your time for completing this questionnaire <u>just before leaving</u> the library today.

Thanks

The Center for Urban Regionalism
Kent State University

MAY WE HAVE A LITTLE OF YOUR TIME?

To help plan and improve our service, we are having a study done of the use of our library by those who are twelve years of age and over. This short questionnaire asks about your use of libraries and something about yourself. Will you help by spending the five to ten minutes required to fill out this questionnaire <u>just before leaving the library today</u>? Please feel free to make any comments and suggestions on the last page. Every question can be answered by either writing in your response in the space provided, or by circling a number. For example:

You are now-- (circle one number) →

Inside a library in Portage County. . 1

Somewhere else. 2

Please leave the questionnaire in the box provided at the exit. Thank you very much for your help.

1. Why did you come to the library today? (Circle as many as apply) ↓

To bring your child to the library. 1

To meet or consult with friends 2

To return books or other library materials. 3

To study, using only your own materials 4

To study, also using library materials. 5

To pick out general reading 6

To obtain specific book 7

To attend some other library program. 8

To attend a book discussion 9

To attend a group meeting at the library. 10

To read magazines or newspapers 11

To just browse around 12

To obtain materials or information on a specific subject.13
IF SO: what subject?_____

_____

Some other reason 14
IF SO: what is this?_____

_____

2. If you came to the library today to get material or information, what was this mainly for? (circle as many as apply) →

Your own personal reading	1
Your family's reading	2
Your job	3
Your school work	4
Your club activity	5
For another person	6
Some other reason	7

IF SO: please explain _____

_____

3. If you came to the library today to obtain some specific materials or information, were you completely, partially, or not satisfied? (circle one number) →

Completely satisfied	1
Only partially satisfied	2
Not satisfied	3

IF YOU WERE ONLY PARTIALLY SATISFIED OR IF YOU WERE NOT SATISFIED, PLEASE ANSWER "A" and "B" ON THE FOLLOWING PAGE. IF YOU WERE COMPLETELY SATISFIED, PLEASE SKIP TO QUESTION 4.

3A. If you were not completely satisfied, why not?
(circle as many as apply)

The material wanted was not on the library shelves. 1

The card catalog shows that the library doesn't own this material. 2

Couldn't find the material wanted. 3

The material in the library was on too elementary a level 4

The material in the library was on too advanced a level 5

The material in the library was out of date. . . 6

The library doesn't have enough material of this kind. 7

Some other reason. 8

IF SO: please explain_____

_____

3B. Do you plan to make any further effort to obtain the material or information you sought? (circle as many as apply)

YES: have asked the library to reserve this material for me. 1

YES: have asked the library to borrow this material from another library. 2

YES: will come back to this library on another day and try again. 3

YES: plan to go to another library myself. . . . 4

IF SO: what library?_____

YES: some other kind of effort 5

IF SO: please explain_____

_____

NO: not that important 6

NO: it's too late. 7

NO: some other reason. 8

IF SO: please explain_____

_____

EVERYONE PLEASE ANSWER:

4. Did you consult a librarian for help while you were in the library today? (circle one number) →

NO 1

YES: and I was satisfied with the service received 2

YES: but I was not satisfied with the service received 3

IF SO: why not?_____

_____

5. What actual uses did you make of the library while you were here today? (circle as many as apply) →

Used reference books 1

Used card catalogs 2

Used periodical indexes. 3

Received help or advice from a librarian 4

Consulted specific books or magazines in the library. 5

Read new issues of magazines or newspapers . . . 6

Just browsed around. 7

Checked out books or periodicals to use outside the library. 8

Checked out films. 9

Checked out recordings 10

Looked at exhibits or displays 11

Some other use 12

IF SO: please explain_____

_____

None of the above. 13

6. Please indicate whether you are generally satisfied or not satisfied with each of the following additional aspects of the library.
(circle one number in each row)

	Yes Satisfied	No Opinion	No Not Satisfied
A. Parking: Can you find a convenient place to park your car?	1	2	3
B. Library Facilities: Can you find a table to do your work?	1	2	3
Can you find a place to sit?	1	2	3
Is the library quiet enough?	1	2	3
Can you find books and materials easily in library?	1	2	3
Is the library comfortable enough?	1	2	3

IF NOT: Please explain

_____

_____

C. Library Staff: Does the staff try to help?	1	2	3
Does the staff seem too busy to provide help or information?	1	2	3

7. Where did your visit to the library start from today? (circle one number)

Home 1

Work 2

School 3

Other 4

If so: where?_____

_____

8. How long did it take you to get here? (circle one number)

Less than 15 minutes 1

At least 15 minutes but less than 30 minutes . . 2

At least 30 minutes but less than 45 minutes . . 3

At least 45 minutes but less than 60 minutes . . 4

More than an hour but less than two hours. . . . 5

More than two hours. 6

9. How far did you travel to get here? (circle one number)

Less than a mile 1

At least a mile, but less than five miles. . . . 2

At least five miles, but less than ten miles . . 3

At least ten miles, but less than fifteen miles. 4

Fifteen miles or more. 5

10. Did you come by car, on foot, or some other way? (circle one number)

Car. 1

Walked 2

Other. 3

IF SO: how?_____

_____

11. Was your trip solely in order to visit the library, or was your visit done in conjunction with something else? (circle one number)

Solely to visit the library. 1

In conjunction with shopping 2

In conjunction with some other activity. 3

IF SO: please explain_____

_____

12. Is this library the public library closest to your home?
(circle one number) →

Yes 1

No 2

Don't know 3

If this is NOT the public library closest to your home:

Why did you come to this library instead of a closer one?
(circle as many as apply) →

Parking is better here 1

This library is larger and has more material . . 2

My local library is closed today 3

This library is closest to my school 4

This library is closest to my place of employment 5

I just happened to be near this library today. . 6

The service at this library is better. 7

Some other reason. 8

IF SO: what?_____

_____

13. About how often do you use this library?
(circle one number) →

This is my first visit 1

I come once a week or more 2

I come once or twice a month 3

I come less than once a month. 4

14. If you have made use of other libraries than this one in the last 12 months, please list these below and indicate how often you used them. Include any other public libraries, as well as school or college libraries. (list and circle one number in each row)

	I USE THIS LIBRARY. . . .		
Library:	Often	Occasionally	Only Once or Twice
	1	2	3
	1	2	3
	1	2	3
	1	2	3

15. Finally, we would like to obtain some information about the people who use libraries in Portage County. There will be no identification of individuals or families who fill out this questionnaire.

What is your sex? (circle one number)

Male. 1

Female. 2

A. Your age at last birthday?

(circle one number)

16 or less. 1

17 to 21. 2

22 to 34. 3

35 to 49. 4

50 to 64. 5

Over 65 6

B. Last school attended? (circle one number)

Elementary. 1

Junior High 2

High School 3

College 4

Graduate School 5

Occupation? If a student, write that in and give the name of your school or college; if employed, give the usual occupational title (such as "teacher," "policeman," "engineer,". If not employed, indicate "homemaker," "unemployed," or "retired."

D. Number of cars your family owns? (circle one number)

	↓
None.	0
One	1
Two	2
Three or more	3

Please complete E only if you are over 17 years of age.

E. Total family income in 1968? (circle one number)

	↓
Less than $3,000.	1
$3,000 to $5,000.	2
$5,000 to $7,000.	3
$7,500 to $10,000	4
$10,000 to $12,500.	5
$12,000 or more	6

16. Are you a resident of Portage County (circle one number)

	↓
YES (Answer Part A, below . . .	1
NO (Answer Part B, below . . .	2

A. If you are a Portage County Resident:

What city or township do you live in?_____

How long have you lived at your present address?
(circle one number)

	↓
Less than a year.	1
One to three years.	2
Three to five years	3
Five to ten years	4
Ten or more years	5

Where did you live prior to moving to your present address?
(circle one number)

In Portage County 1

Elsewhere 2
IF SO: where?_____

_____

Where in the area is your place of employment or business? (If not working, please indicate.)

_____

_____

B. If you are not a resident of Portage County:
(circle one number)

Where do you live?

Summit County 1

Stark County. 2

Trumbull County 3

Mahoning County 4

Geauga County 5

Cuyahoga County 6

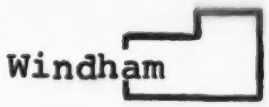
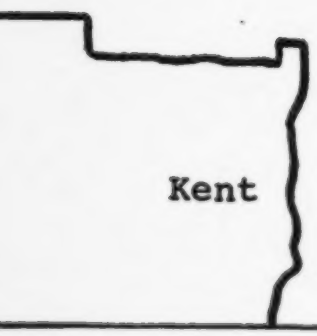
Elsewhere 7
IF SO: where?_____

17. Have you filled out this questionnaire before?
(circle one number)

YES, at this library. 1

YES, but at another library in Portage County 2

NO. 3

Aurora	Mantua	Hiram	Nelson
		Hiram	
	Mantua		Garrettsville
Streetsboro	Shalersville	Freedom	Windham
			 Windham
Franklin	Ravenna	Charlestown	Paris
 Kent	Ravenna	THIS IS A MAP OF PORTAGE COUNTY MARK AN (X) WHERE YOU LIVE	
Brimfield	Rootstown	Edinburg	Palmyra
Suffield	Randolph	Atwater	Deerfield
Mogadore			

APPENDIX IV

SOCIAL SERVICES

LIBRARY USAGE INVENTORY

1. Name of agency or organization:

_____

2. Does your organization maintain its own organization library?

Yes_____ No_____

3. If the answer to (2) is yes, approximately how many volumes are in the collection?

Number of Volumes_____

4. If the answer to (2) is yes, are these library facilities shared with other organizations or agencies?

Yes_____ No_____

What agencies?

Names_____

_____

5. Are your library facilities available to the general public?

Yes_____ No_____ No facilities_____

6. Has your organization requested books or services from the public library?

Check only one response

Never_____ Occasionally_____ Often_____

7. If the answer to (6) is "occasionally" or "often" please answer the two questions below.

Which library(ies) do you use?

Kent Free Library_____
Portage County Library_____
Reed Memorial Library_____ Check Appropriate Response(s)
Other_____
(specify)

8. What type of services have you requested; (e.g., resource materials, reference questions, etc.).

   a._____

   b._____

   c._____

9. Was the requested service provided?

   Never_____

   Infrequently_____

   Usually_____

   Always_____

10. Does the public library subscribe to your professional journals?

    Yes_____

    No_____

    Don't Know_____

11. Do staff members within your agency exchange books and/or journals with their professional colleagues?

    Never_____

    Occasionally_____

    Often_____

    Don't Know_____

12. Has your organization ever requested bookmobile services?

    Yes_____ No_____

13. If answer to (12) is yes, were services provided?

    Yes_____ No_____

14. Is your organization notified about special library services or programs? (e.g., story hours, career displays, etc.)

    Yes_____ No_____

15. Do you recommend the use of library facilities to your clients?

Yes_____ No_____

16. If the answer to (15) is yes, what kinds of recommendations do you make?

Describe briefly_____

_____

_____

17. Whom does your organization serve? (e.g., the visually handicapped, economically deprived)

Describe briefly_____

_____

_____

18. How could the local public library or county library system better serve your organization or client needs?

Describe briefly_____

_____

_____

19. What other comments do you have regarding library service in Portage County?

_____

_____

_____

_____

APPENDIX V

SOCIAL SERVICE AGENCIES OF PORTAGE COUNTY

Alano Club, Kent

Alpha Enterprises, Inc., Ravenna

American Cancer Society, Portage County Unit, Kent

American Red Cross, Ravenna

Animal Protective League, Ravenna

Atwater Community Charity, Atwater

Brimfield Athletic Association, Kent

*Brimfield Memorial House Association, Kent

Catholic Charities Service Bureau, Ravenna

Children's Welfare League, Ravenna

*Crestwood Local Welfare, Mantua

Deerfield Emergency Aid, Deerfield

*Friendship House, Ravenna

*Goodwill Industries, Ravenna

Happy Day School, Ravenna

Hattie Larlham Foundation, Mantua

Kent Neighborhood Center, Kent

*Kent Welfare and Visiting Nurse Association, Kent

McElrath Recreation Center, Ravenna

*Portage County Boy's Club, Ravenna

Portage County Charities, Inc., Ravenna

*Portage County Committee on Employment of the Handicapped, Kent

*Portage County Family Counseling and Mental Health Center, Ravenna

Portage County Health Department, Ravenna

Portage County Labor and Community Services, Kent

*Portage County Muscular Dystrophy Organization, Ravenna

*Portage County Preventorium, Kent

*Portage County Tuberculosis Association, Ravenna

*Portage County Welfare Department, Ravenna

*Ravenna Hot Stove League, Ravenna

Recreation Commission, City of Kent, Kent

*Salvation Army, Cleveland

Seneca Trail Council of Campfire Girls, Kent

*Services for the Aging, Kent

*Skeels Recreation Center, Ravenna

Streetsboro Welfare Committee, Streetsboro

*United Fund of Portage County, Inc., Ravenna

*Visiting Nurse Association of Ravenna, Inc., Ravenna

*Western Reserve Girl Scout Council, Akron

The starred (*) agencies responded to our questionnaire.

APPENDIX VI

NOTE ON METHODOLOGY A

The questionnaire used to survey the patrons of the Portage County libraries was adapted from a questionnaire developed for the same purpose for the survey of the public library service in Lucas County, Ohio.*

The survey questionnaires were administered November 17 to November 21, 1969. Administration was conducted at the same times on the same days at each of the three public libraries. The questionnaires were distributed for a total of twelve hours at each library.

The questionnaires were distributed by members of the Center for Urban Regionalism staff, who stationed themselves at the entrance to each library. A copy of the questionnaire was handed to each patron as he entered the library, while the surveyer briefly explained the reason for the survey. The staff members also answered any questions that were asked by the patrons. The completed questionnaires were collected as the patrons left the library, and were coded by the library with the date.

During the twelve hours of the survey, 53 questionnaires were completed at the Portage County Library (at Hiram), 132 questionnaires were completed at the Reed Memorial Library, and 163 questionnaires were completed at the Kent Free Library. The responses for each library were totaled for the entire survey period, and the resulting data is presented here in two forms: a

*See Public Library Service in Lucas County, Ohio: An Evaluation with Recommendations Nelson Associates, Inc., December, 1968.

description of composite patrons for each of the three public libraries and listings summarizing the responses to each question.

APPENDIX VII

NOTE ON METHODOLOGY B

Procedure Followed For Analysis Of Book Resources Portage County Public Libraries

1. Select a systematic sample of 300 items from the shelf list catalog for each library. It is important that the sample begin with a random start. As an example, assume a shelf list contained 30,000 cards. This would mean that for the sample we should draw one card from each 100 cards. The card for the first 100 cards should be drawn at random, i.e., the sampler should close his eyes and draw the card. From that card on every 100th card would be included in the sample. For each item in the sample author, title, copyright date (if given on the shelf list card) should be recorded on a 3" x 5" slip.

   In drawing the sample, it will be necessary to gain some impression of the total population, i.e., the total number of cards in the shelf-list before determining the interval between cards to be sampled. The total number of cards in the file can be reliably estimated by following this procedure: In several drawers measure several 2 inch samples. Then count the number of cards within the 2 inches. Then measure the total number of inches of cards within the total shelf list file and multiply by the average number of cards per inch. Library catalog cards will usually run about 100 cards per inch.

2. After the items to be included in the sample are drawn and recorded as outlined above, the person drawing the sample should go to the shelves and examine the book to determine:
   a. the copyright date if this was not recorded on the shelf list.
   b. the last due date recorded in the circulation record in the back of the book.
3. If the book included in the sample cannot be located on the shelf, the sampler should record this fact on the 3" x 5" slip. If the shelf list did not provide a copyright date and the book cannot be located on the shelf, the copyright date should be checked in the library's public catalog.
4. The samples drawn for each library should be kept separate for further analysis.

APPENDIX VIII

ANALYSIS OF CATALOGING WORKLOADS AND PRACTICES

	Kent	Ravenna	Hiram
Present External Catalog			
Library of Congress Cards % of Titles	0.0	0.0	9.3
Wilson Cards % of Titles	0.0	0.0	3.7
Library Jol. Kits % of Titles	0.0	12.5	0.0
Associated Library Cards	0.0	37.5	0.0
		50.0	13.0
Uses Class. Number From Standard Source	YES	YES	YES
Changes Classification Number			
Occasionally	X	X	X
Infrequently			
Rarely			
Source of Subject Headings			
Library of Congress	X		X
Sears	X	X	X
Processing Practices			
Book Pocket Placement			
Front of Book	X	X	
Back of Book		X	X
Accession Numbers			X
Copy Numbers	X		

APPENDIX IX

Buildings

floor space, public use:_____sq. ft.
seating capacity, tables:_____
seating capacity, other:_____
storage space:_____sq. ft.
work area:_____sq. ft.
meeting rooms, capacity:_____
parking spaces, library lot_____
building built_____ additions_____ land:_____acres

Staff

Professional librarians: _____full-time; _____part-time
Sub-professionals:_____full-time; _____part-time
Clerical personnel: _____full-time; _____part-time
Custodial personnel: _____full-time; _____part-time
Student help:_____full-time; _____part-time

Collections

total volumes:_____ volumes added, 1968_____
volumes for circulation:_____ number added, 1968:_____
periodical subscriptions:_____ talking books:_____
recordings:_____ number added, 1968_____
films_____ filmstrips_____
picture files:_____ number added, 1968:_____
vertical files:_____ number added, 1968:_____

Hours

Monday:_____ Friday:_____
Tuesday:_____ Saturday:_____
Wednesday:_____ Sunday:_____
Thursday:_____

Problem Areas:

Staff_____ future development_____ planning_____
role of librarian in community_____ library image____
communications (school, college)_____
communications (other)_____ book damage or loss_____
adequacy of facilities_____ finances_____
book returns_____ relationships with users_____

Special Programs

story hours:_____ adult discussion groups_____
summer reading clubs_____

APPENDIX X

PORTAGE COUNTY DISTRICT LIBRARY (Hiram)

ADULT BOOKMOBILE SCHEDULE 1969 - 1970

FIRST WEEK

Monday: Sept. 8, 22, Oct. 6, 20, Nov. 3, 17, Dec. 1, 15 (29) Jan. 12, 26, Feb. 9, 23, Mar. 9, 23, Apr. 6, 20, May 4

Augerburg	9:15-9:30
Charlestown-Town Hall	9:40-9:55
Wayland-Williams' Store	10:10-10:35
Palmyra-Cor. 627 & 18	10:50-11:15
Wait's Corners	11:30-11:45
Deerfield-For. Church	12:00-12:30
Atwater-School Teach.	12:35-1:15
Atwater-Hall's Store	1:25-2:25
Atwater-Lynn's Dep.	2:40
Edinburg-Town Hall	3:00-3:30

Tuesday: Sept. 9, 23, Oct. 7, 21, Nov. 4, 18, Dec. 2, 16, (30) Jan. 13, 27, Feb. 10, 24, Mar. 10, 24, Apr. 7, 21, May 5

Portage County Home	9:00-9:15
Black Horse	9:30-10:00
Bramley's Tr. Pk.-Dep.	10:15-10:30
Horning Road	10:45-11:15
Hudson Rd. Allotment	12:15-12:45
Twin Lakes-Hill's Store	1:00-1:30
Twin Lakes-Horseshoe	1:45-2:15
Aurora Branch	

SECOND WEEK

Monday: Sept. 15, 29, Oct. 13, 27, Nov. 10, 24, Dec. 8, (22), Jan. 5, 19, Feb. 2, 16, Mar. 2, 16, 30, Apr. 13, 27, May 11

Derthick-McClintock's	9:00-9:15
Mantua Twp.-Wayne Rd.	9:30-10:00
Mantua Twp.-Hilldale Rd.	10:15-10:45
Mantua Twp.-Frost Rd.	10:50-11:10
Aurora Meadows	11:15-12:45
Mantua Twp.-Robin Tr. Pk. Dep.	1:30-1:45
Hiram Rapids-Sheldon Rd.	2:00-2:30
Hiram Rapids-Church	2:45-3:15

Tuesday: Sept. 16, 30, Oct. 14, 28, Nov. 11, 25, Dec. 9, (23), Jan. 6, 20, Feb. 3, 17, Mar. 3, 17, 31, Apr. 14, 28, May 12

Randolph-Town Hall	9:00-10:00
Lang's	10:15-10:25
Fairlane Estates	10:35-11:05
Suffield-Stout's Store	11:15-11:45
Brimfield-Plaza	12:00-12:10
Brimfield-Atwood	12:50-1:30
Brimfield-Beechcrest	1:40-4:00

( ) Indicates no Bookmobile service on that date.

FIRST WEEK

Wednesday: Sept. 10, 24, Oct. 8, 22, Nov. 5, 19, Dec. 3, 17, (31) Jan. 14, 28, Feb. 11, 25, Mar. 11, 25, Apr. 8, 22, May 6,

Ravenna Twp.-Cooley Rd.	9:00-9:15
Ravenna Twp.-Lonfield Dr.	9:30-9:55
Summit Rd. Trailer Park	10:10-10:30
Rootstown-Valley Hills Pk.	10:40-11:10
Rootstown-Crestview	11:20-11:35
Rootstown-School T & Ad.	11:45-12:30
Rootstown-Estates	12:40-2:15
Rootstown-Vaughn	2:30-2:45
New Milford-Store	3:00-3:40
New Milford-Deposit	3:45

Thursday: Sept. 11, 25, Oct. 9, 23, Nov. 6, 20, Dec. 4, 18 (Jan. 1) 15, 29, Feb. 12, 26, Mar. 12, 26, Apr. 9, 23, May 7

Streetsboro-Sunny Slopes	9:00-12:00
Streetsboro-Wise School T.	12:05-12:50
Streetsboro-Wilcox & Smithfield	1:00-2:15
Streetsboro-Gillie Estates	2:20-4:00

Friday: Sept. 12, 26, Oct. 10, 24, Nov. 7, 21, Dec. 5, 19, (Jan. 2) Jan. 16, 30, Feb. 13, 27, Mar. 13, (27) Apr. 10, 24, May 8

Streetsboro-Holiday Acres	1:00-2:30
Streetsboro-Briar Root	2:45-6:00
Streetsboro-Plaza	7:00-8:30

( ) Indicates no Bookmobile service on that date.

SECOND WEEK

Wednesday: Sept. 17, Oct. 1, 15, 29, Nov. 12, 26, Dec. 10, (24) Jan. 7, 21, Feb. 4, 18, Mar. 4, 18, Apr. 1, 15, 29, May 13

Aurora Branch	9:00-
Streetsboro-Gayland Pk.	9:30-12:15
Streetsboro-Wait School T.	12:20-1:00
Streetsboro-Rolling Hills	1:10-2:15
Streetsboro-Village Square	2:30-2:45
Samuel Moore-Dep.	3:15

Thursday: Sept. 18, Oct. 2, 16, 30, Nov. 13, (27) Dec. 11, (25) Jan. 8, 22, Feb. 5, 19, Mar. 5, 19, Apr. 2, 16, 30, May 14

Polson Road	9:00-9:15
Limeridge Road	9:30-10:00
Peck Road	10:15-10:45
Fairacres Mobile Court	11:00-11:30
McClintocksburg-Holcomb at Elm	12:45-1:00
Windham Branch	1:30-1:45
Mahoning Corners	2:00-2:10
Nelson-Hopkins Rd.	2:20-2:45
Nelson-Church	2:50-3:00
Garrettsville-Journal	3:15-3:45
Garrettsville-Deposit	4:00

Friday: Sept. 19, Oct. 3, 17, 31, Nov. 14, (28), Dec. 12, (26) Jan. 9, 23, Feb. 6, 20, Mar. 6, 20, Apr. 3, 17, May 1, 15

Mantua-Alger's Corners	12:00-12:20
Shalersville-Aurora East	12:30-2:00
Shalersville-Diagonal Rd.	2:15-2:30
Shalersville-Red Fox	2:45-5:45
Mantua-Village	6:45-8:30

APPENDIX XI

LIBRARIES WITH OPERATING LEVIES

Cuyahoga	East Cleveland for school service
Erie	Huron
Gallia	operating - Galliopolis
Greene	operating - Xenia
Henry	operating - Napoleon
Mahoning	Youngstown, operating and building
Paulding	operating
Wyandot	operating, Upper Sandusky